

Department of Veterans Affairs  
Decentralized Hospital Computer Program

# **ACCOUNTS RECEIVABLE USER MANUAL**

Version 4.5

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Information Systems Center  
Washington, D.C.



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# Preface

This manual is designed to provide the Accounts Receivable (AR) user with information necessary to operate the Accounts Receivable Version 4.5 (V. 4.5) software. The AR software allows the following:

- Fiscal Service to manage the debt collection process at a VA facility;
- Bills to be generated in Accounts Receivable using the Billing module;
- Bills to be created by Medical Administration's Integrated Billing (IB) package;
- Bills (once approved at the service level) to be processed by an Accounts Receivable Clerk;
- Calculation of interest charges, administrative costs, and payment schedules to be performed;
- Follow-up letters to be printed.
- The interface with the Financial Management System (FMS) in Austin TX.



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# Introduction

This user manual is designed to provide the Accounts Receivable (AR) user with information necessary to operate the Accounts Receivable Version 4.5 software. The layout of the manual consists of an introduction to the package with descriptions of its menus followed by explanations and, in some cases, uses of each menu option. The menu options will be categorized under their respective menus. The introduction includes a list of the software's overall functions, the purpose of each primary menu, and remarks about conventions and data security.

The AR software performs the following functions:

- allows Fiscal Service to manage the debt collection process at a VA facility;
- creates bills to be in Accounts Receivable using the Billing module;
- creates bills based on transactions contained in Medical Administration's Integrated Billing (IB) package;
- allows clerks to process bills (once approved at the service level);
- calculates all interest, administrative, and penalty charges for receivables, as well as payment schedules;
- prints payment schedules and follow-up letters.

## MENU SUMMARY

The following table shows the main menus within the AR software, a brief description of them, and the staff who are assigned to use the menu.

PRIMARY MENU	BRIEF DESCRIPTION	USER'S POSITION
Agent Cashier Menu	manage the collection of debts	Agent Cashier
AR Menu	manage deposits and FMS interface	Accounting Technician
Billing Menu	manage the billing of Non-MCCR debts	Billing Supervisor/Clerk
Clerk's Menu	manage activity of all MCCR debts	AR Clerk
Supervisor Menu	manage the AR software	AR Supervisor
Archive Menu	prepares billing data for archival process	IRM

### **Agent Cashiers Menu**

The Agent Cashiers Menu contains options necessary to manage the collection of debts. The options correspond to various AR tasks performed by Agent Cashiers.

### **AR - Accounts Receivable Menu**

The AR Menu contains options necessary to manage the interface for the Financial Management System (FMS). The options correspond to the various AR tasks performed by the Accounting Technician.

### **Billing Menu**

The Billing Menu contains options necessary to manage the billing of Non-MCCR debts. Non-MCCR debts include debts for vendors, (ex-)employees, military agencies, and other federal agencies. The options correspond to various AR tasks performed by Billing Clerks or Billing Supervisors.

This Billing menu can be used by any service/section for their billing functions. It has been designed to handle all bills except patient billing on the UB-92 bill form, which is reserved for bills which are created by the Integrated Billing (IB) package. Your Site Manager/IRM Service can assist you in creating custom menus that would better meet the needs of your station.

### **Clerk's AR Menu**

The Clerk's AR Menu contains options necessary to manage all Accounts Receivable billings of MCCR debts such as prescription co-payments and inpatient/outpatient per diems. The options correspond to tasks performed by AR Clerks.

### **Supervisor's AR Menu**

The Supervisor's AR Menu contains options necessary to manage the AR software. The options correspond to various AR tasks performed by the Supervisor, and to necessary software management tasks.

## PACKAGE OPERATION

Contained within the pages of this User Manual are option descriptions for all Accounts Receivable (AR) Version 4.5 primary menus. Also, embedded are displays of actual system occurrences, some of which may show on-line help screens. These displays will be extremely helpful because they are actual snapshots of the computer screen for the respective topic.

On-line help screens facilitate reference of help information by providing assistance on the computer screens. To access these help screens, type "???" at any menu prompt. All on-line help screens are useful to fully comprehend the functionality of these options.

## DATA INTEGRITY

Due to the nature of the information being processed by Accounts Receivable (AR) Version 4.5, special attention has been paid to limiting usage to authorized individuals. Individuals in the system who have authority to approve actions, at whatever level, have an Electronic Signature Code. This code is required before the documents pass on to a new level for processing or review. Like the access and verify codes used when gaining access to the system, the Electronic Signature Code will not be visible on the terminal screen. These codes are also encrypted so that even when viewed in the user file by those with the highest levels of access, they are unreadable. Electronic Signature Codes are required by AR at every level which currently requires a signature on paper. Consequently, Electronic Signature Codes are assigned to the following:

- Users who approve bills to be passed to Fiscal;
- Accounts Receivable Clerks and their Supervisors who audit bills.



## Agent Cashier Menu

### CASH PAYMENT

This option logs cash payments for posting at the end of the day. Payments must be made by cash, either mailed or at the window to be entered under this option. These payments are batched, or grouped, under a receipt number to be posted to the accounts at a later time. The receipt number under which these payments are logged exists in the system for a period of time. Within this time period you should (1) approve the receipt, (2) post the receipt, and (3) reconcile the posted receipts.

Your response to the "Patient Name" or "Bill Number" prompt is used to store where the payment should be applied. If the payment is associated to a specific bill, then the payment will be applied to that bill first and any money left over will be applied to the oldest bills the patient has remaining. If the bill is not a patient bill, then the money will be applied to the specific bill and any money left over will not be posted, but flagged in a message on the reconciliation report as an overpayment. A message will also be displayed if the following is true:

- the patient is exempt from co-payment charges
- the patient has arranged to pay for prescriptions before the prescriptions have been filled

If this field is associated with a patient name, then the software will automatically search the patient's bills and apply payments, beginning with the oldest bill, until the payment is exhausted. A prepayment will be created when the payment is not exhausted.

When prompted for the payment amount, you can view the account balance for which you are applying the payment; for example, <25.00>. This allows you to inform the customer about their current balance without extensive research for account information.

### Agent cashier menu

- Cash Payment
- Check/MO Payment
- Credit Card Payment
- Other Payment
- Cancel a Payment Transaction
- Move a Payment Transaction
- Patient Payment/Refund Transaction History Inquiry
- Brief Account Profile
- Deposit Management...
- Full Account Profile
- Print 215 Report
- Profile of Accounts Receivable
- Release Holds on AR
- Receipt Management...
- Transaction Profile

## Agent Cashier Menu

```
Select Agent Cashier Option: CS  Cash Payment
RECEIPT #: CASH001      YACO,ROBERT G.  10-21-94      CASH
DEPOSIT TICKET:888888//< ret>  10-21-94  NEAR,JOE  $0.00  OPEN
```

```
Receipt #CASH001      Payment Type: CASH
```

```
-----
PATIENT NAME OR BILL NUMBER:  DUPP,DONALD
PAYMENT AMOUNT: <50.00>//  20.00
DATE OF PAYMENT: TODAY//  <ret>  (OCT 22, 1994)
```

```
Is the data entered correct? YES//  <ret>
Do you want to print a RECEIPT? YES//  <ret>
```

## CHECK/MO PAYMENT

This option logs a customer's payment for posting at the end of the day. The payment must be made by check or money order for it to be entered under this option.

Typical uses are entering mail-in or window payments by check or money orders. The information necessary to successfully log this type of payment transaction include the check number, bank number, and the date of the check.

```
Select Agent Cashier Option:  CHECK/MO Payment

RECEIPT #: CHECK001      YACO,ROBERT G.  10-21-94  CHECK/MO PAYMENT
DEPOSIT TICKET:888888//< ret>  10-21-94  NEAR,JOE  $0.00  OPEN
```

```
Receipt #CHECK001      Type: CHECK/MO
```

```
-----
PATIENT NAME OR BILL NUMBER:  DUPP,DONALD
PAYMENT AMOUNT: <30.00>//  15.00
DATE OF PAYMENT: TODAY//  <ret>  (OCT 22, 1994)
CHECK #: 1002034
BANK #: 12345678
DATE OF CHECK:  T  (OCT 22, 1994)
```

```
Is the data entered correct? YES//  <ret>
Do you want to print a RECEIPT? NO//  <ret>
```

## CREDIT CARD PAYMENT

This option logs a customer's payment for posting at the end of the day. The payment must be made by credit card for it to be entered under this option.

Typical uses for this option include window payments by credit card. Necessary information for logging this transaction is the same basic information required when entering cash payments, but instead of asking for a field service receipt, it asks for a batch summary number, the credit card number, and the confirmation number.



```

Select Agent Cashier Option: credit Card Payment
BATCH SUMMARY #:  PLASTIC01
ARE YOU ADDING 'PLASTIC01' AS A NEW AR BATCH PAYMENT?      Y  (YES)

Receipt #PLASTIC01    Type: CREDIT CARD
-----
PATIENT NAME OR BILL NUMBER:  DUPP,DONALD
PAYMENT AMOUNT: <15.00>//    10.00
DATE OF PAYMENT: TODAY//  <ret>    (OCT 22, 1994)
CREDIT CARD #:  1234567890
CONFIRMATION #:  OK

Is the data entered correct? YES//  <ret>
Do you want to print a RECEIPT? NO//  YES

```

## OTHER PAYMENT

This option logs a payment transaction for payments other than cash, check/money order, or credit card. When selected, the system will prompt you for one of the following:

- IRS Payment
- District Counsel Payment
- Department of Justice Payment
- Transfer of Disbursing Authority (TDA) payment.

The following prompts for each payment type include:

System Prompts
Receipt # (Summary # for TDA)
Deposit Ticket
Patient Name or Bill #
Payment Amount
Date of Payment
Check #
Bank #
Date of Check

## Agent Cashier Menu

```
Select Agent Cashier Option:  OP  Other Payment

TYPE OF PAYMENT:  ??
CHOOSE FROM:
    DEPT OF JUSTICE PAYMENT
    DISTRICT COUNSEL PAYMENT
    IRS PAYMENT
    TDA PAYMENT

TYPE OF PAYMENT:  IRS PAYMENT
RECEIPT #:  IRSPAY01
ARE YOU ADDING 'IRSPAY01' AS A NEW AR BATCH PAYMENT?      Y  (YES)
DEPOSIT TICKET:888888//< ret>    10-21-94  NEAR,JOE  $0.00  OPEN

Receipt #IRSPAY01    Type: INTERNAL REVENUE SERVICE
-----
PATIENT NAME OR BILL NUMBER:  DUPP,DONALD
PAYMENT AMOUNT: <150.00>//    130.00
DATE OF PAYMENT: TODAY//  <ret>    (OCT 22, 1994)
CHECK #:  123456578
BANK #:  123456769
DATE OF CHECK:  T  (OCT 22, 1994)

Is the data entered correct? YES//  <ret>
Do you want to print a RECEIPT? NO//  <ret>
```

### CANCEL A PAYMENT TRANSACTION

This option cancels a payment transaction that was entered under a cashiers receipt.

This option is often used to correct payments made in error. For example, entering the wrong information accidentally. This will not remove the transaction, but reverses it out, thereby leaving an audit trail of the entry of the first transaction.

To complete the correction process, the cashier returns to the payment entry option and enters the correct payment. This should be done before posting to ensure correct reconciliation reports.

```
Select Agent Cashier Option:  CANCEL a Payment Transaction
RECEIPT #:  IRSPAY01          TREX,RANDY W.    10-22-93  IRS PAYMENT
Select TRANSACTION:  ??
CHOOSE FROM:
    1      DUPP,DONALD      $3.00
    2      MOUP,MICKEY     $50.00
Select TRANSACTION:  2          MOUP,MICKEY     $50.00

Are you sure you want to cancel transaction #2 ? NO//      YES
CANCELLATION COMMENT: Check amount was in error!!
```

## MOVE A PAYMENT TRANSACTION

This option moves a cash payment transaction from a cash receipt to check/money order receipt. The only requirement is that the receipt must be a cash receipt and it can not have been approved.

An example for using this option is the case that a customer says they wish to pay by cash. You may have all the information entered under your cash receipt, but the customer realizes they have no cash and therefore must pay by check. You can use this option to facilitate the process of canceling the transaction from one receipt and re-entering the information in a different receipt.

```

Select Agent Cashier Option:  MOVE A Payment Transaction

OK, Enter the Receipt # and then payment transaction you want to move ...

RECEIPT #:  CASH001      YACO,ROBERT G.      10-21-94      CASH PAYMENT
Select TRANSACTION: 2//  ??

CHOOSE FROM:
  1 SEVEN,PATIENT  $0.00
  2 DUPP,DONALD  $20.00

Select TRANSACTION: 2//  2      DUPP,DONALD  $20.00

OK, now enter the receipt you want to move this transaction to ...

RECEIPT #:  CHECK001      YACO,ROBERT G.  10-21-93  CHECK/MO PAYMENT ...OK, New
transaction #4 created!

OK, you are in Receipt #CHECK001 editing your new transaction ...

Receipt #CHECK001  Type: CHECK/MO
-----
PATIENT NAME OR BILL NUMBER: DUPP,DONALD//  <ret>
PAYMENT AMOUNT: 20.00//  <ret>
DATE OF PAYMENT: OCT 22,1994//  <ret>
CHECK #: 1234567
BANK #: 98786653
DATE OF CHECK:  T  (OCT 22, 1994)

Is the data entered correct? YES//  <ret>
Do you want to print a RECEIPT? NO//  <ret>

```

## PATIENT PAYMENT/REFUND TRANSACTION HISTORY REPORT

This option lists a history of payment/refund transactions for a patient and a given date range.

Use this report to respond to patient questions concerning their payments or refunds. It will provide information about the amount applied towards fees, charges, and services.

```
Select Agent Cashier Option:  PATIENT Payment/Refund Transaction
Select Patient :  DUPP,DONALD
    ...OK? YES//  <ret>  (YES)
Payment history beginning date:  (1/1/88 - 10/22/93): Sep 22, 1994//  <ret>
Payment history ending date:  (9/22/93 - 10/22/93): Oct 22, 1994//  <ret>
DEVICE: HOME//  <ret>  VIRTUAL
```

### Patient Payment History Report

```
-----
For Patient: DUPP,DONALD
SSN : 001434433
For dates: Sep 22, 1993-Oct 22, 1994
```

DATE OF PAYMENT/REFUND	BILL #	REFUND	RECEIPT #	AMOUNT	PRIN.	INT	ADM
Oct 22, 1993	503-K420188		CHECK001	15.00	15.00	0.00	0.00
Oct 22, 1993	503-K420188		CHECK001	20.00	20.00	0.00	0.00
Oct 22, 1993	503-K420188		IRSPAY01	3.00	3.00	0.00	0.00
0.00							
			Total Principal Paid:	38.00			
			Total Interest Paid:	0.00			
			Total Admin Paid:	0.00			
			Total Paid:	38.00			
			Total Refund:	0.00			

## BRIEF ACCOUNT PROFILE

This option displays all *outstanding* bills and payments for a given account. Outstanding bills include bills with a status of *Open, Active or Refund Review*. The profile groups bills by their status and includes a total balance of all bills with that status. The option also allows you to view a bill and any of its associated transactions.

This profile is helpful when quickly searching a patient's account for bills and viewing transactions. After viewing the profile, the system will prompt for a transaction that appears on the profile. Simply enter the number of the transaction and view a descriptive profile for that transaction.

Payments that appear in the profile indicate that they are applied to the account but haven't been posted against a bill. Once their respective receipt is approved, those payments will be applied to outstanding bills or a prepayment bill.

```
===== A c c o u n t   P r o f   i l e =====
DUPP,DONALD (001-43-4433)
101 WALT ROAD
ORLANDO, FL 43434
Phone #: N/A
Statement Day: 8
Last Statement: N/A
Amount Owed: 1.00
RX Copay Exempt: NO

#   Bill #       Est       Type       Paid       Prin       Int       Adm
Balance
----- PAYMENTS (-1.00) -----
*   CHECK002-1           PAYMENT   -1.00    0.00          0.00    0.00   -1.00
----- OPEN (2.00) -----
1   503-K420188  10/22/93   RX CO-P   48.00    2.00          0.00    0.00    2.00

Select 1-1: 1
```

```
===== A c c o u n t   P r o f   i l e =====
DUPP,DONALD (001-43-4433)
101 WALT ROAD
ORLANDO, FL 43434
Phone #: N/A
Bill #: 503-K420188
Statement Day: 8
Last Statement: N/A
Amount Owed: 1.00
RX Copay Exempt: YES

#       Tr #       Type                               Date       Amount
-----
1       1202       Original Amount                               10/22/93     0.00
2       1205       INCREASE ADJUSTMENT                          10/22/93    50.00
3       1206       PAYMENT (IN PART)                            10/22/93    15.00
4       1207       PAYMENT (IN PART)                            10/22/93    20.00
5       1208       PAYMENT (IN PART)                            10/22/93     3.00
                                           10/22/93    10.00
                                           -----
                                           $  2.00
```

Select 1-5 or 'P' to Print:



All bills are categorized by their status. Also, note the asterisk beside the payment in the profile of the account (top). This indicates that the payment has not been posted. Once posted against an active bill, this transaction will appear under the profile of that bill.

**DEPOSIT MANAGEMENT**

This menu contains a list of options necessary for managing deposits. This menu can only be used for payments against accounts/bills. This menu should not be used for deposits to Patient Funds, General Post Funds, Supply Funds, Suspense, or Compensated Work Therapy (CWT) Programs. Deposits to these funds must be done manually or on-line with FMS.

deposit Management menu
----------------------------

Create Deposit Ticket Deposit Money to Bank Edit a Deposit Ticket Receipt List for Deposit Summary Listing of Deposits View a Deposit Void a Deposit
--

**CREATE DEPOSIT TICKET**

This option allows the user to create a deposit ticket on which receipts can be applied. The ticket number must be 6 characters in length and may not be repetitive. (Cannot use a previous ticket number.) Immediately after creating a ticket number the user is asked if they wish to edit the Deposit Ticket. The default is NO and will then exit the user and allow receipts to be applied to that ticket number.

---

Deposit Ticket Number:    **213456**

\*\*\* OK, Deposit Ticket '213456' Created \*\*\*

Do you want to EDIT this Deposit Ticket? NO//    **<ret>**


---

**DEPOSIT MONEY TO BANK**

This option allows the user to approve a ticket for deposit to a bank. If a deposit ticket has no receipts associated with it, a message will appear indicating such.

---

Select Deposit Management Option:    **DEPOSIT** Money to Bank

Select TICKET NUMBER to DEPOSIT: 312321//    06-14-94    YACO,ROBERT G.

\$50.00    OPEN

## DEPOSIT TICKET

Ticket #: 312321

AUG 16,1994    09:55

=====

==

Opened By: YACO,ROBERT G.    JUN 14,1994    13:1    8

Deposited By:

Confirmed By:

Agency Title: SITE (DEPOSIT)

Bank Name: MELLON BANK (CENTRAL)

Status of Ticket: OPEN

Agency Loc. Code: 1090000-1

Bank Trace Number:

Presented to Bank: JUN 14,1994

Number of Receipts: 3

Bank Deposit Date:

Deposit Amount: \$50.00

--

Comment:

Is this OK? YES// ... Approved for Deposit

## EDIT A DEPOSIT TICKET

This option allows the user to change information on a deposit ticket. Information that can be changed includes the Date Presented to Bank, Amount of Deposit, Bank name, Agency Title, ALC, and any Comments associated with the Deposit Ticket. A deposit ticket which has been approved and deposited cannot be edited.

Select Deposit Management Option: **EDIT** a Deposit Ticket  
 Select TICKET NUMBER to DEPOSIT: 654332// 06-14-94 YACO,ROBERT G.  
 \$30.00 OPEN

### DEPOSIT TICKET

Ticket #: 654332 AUG 16,1994 13:24

=====

==

Opened By: YACO,ROBERT G. AUG 16,1994 13:19  
 Deposited By:  
 Confirmed By:

Agency Title:	Bank Name:Mid-State
Status of Ticket: OPEN	Agency Loc. Code:
Bank Trace Number:	Presented to Bank:
Number of Receipts: 3	Bank Deposit Date:

Deposit Amount: \$30.00

=====

--

Comment:

DATE PRESENTED TO BANK: TODAY// (AUG 16, 1994)  
 AMOUNT OF DEPOSIT: **50.00**  
 BANK: MELLON BANK (CENTRAL)// **MIDSTATE** BANK (DEPOSIT)  
 AGENCY TITLE: SITE (DEPOSIT)// SITE (DEPOSIT)  
 AGENCY LOCATION CODE: 1090000-1//  
 COMMENTS:  
 Edit? NO//

*The Deposit Ticket screen appears again to show changes...*

### DEPOSIT TICKET

Ticket #: 654332 AUG 16,1994 13:24

=====

==

Opened By: YACO,ROBERT G. AUG 16,1994 13:19  
 Deposited By:  
 Confirmed By:

## Agent Cashier Menu

```
Agency Title: SITE (DEPOSIT)      Bank Name: MIDSTATE
Status of Ticket: OPEN             Agency Loc. Code: 1090000-1
Bank Trace Number:                 Presented to Bank: AUG 16,1994
Number of Receipts: 0              Bank Deposit Date:
```

Deposit Amount: \$50.00

--

Comment:

Is this OK? YES//

### RECEIPT LIST FOR DEPOSIT

This option shows information associated with receipts that are attached to selected deposit tickets. The user is prompted for a specific deposit ticket and then whether or not they wish to see the information displayed to the screen or reproduced on hard copy. An example of this follows.

```
Select Deposit Management Option:  RECeipt List for Deposit
Select AR DEPOSIT TICKET #:      4321      05-26-94      HELSOME,CHRIS L.
$50.25      PROCESSED
DEVICE:      VIRTUAL      RIGHT MARGIN: 80//
```

#### Receipt List for Deposits

=====

==

Ticket #: 4321

```
Bank: MELLON BANK (CENTRAL)      Bank Trace #: 123456789
Deposited By: HELSEL,CHRIS L.      Status: PROCESSED
Bank Deposit Date: MAY 26,1994      Agency Loc. Code: 1090000-1
Amount of Deposit: $50.25      Total Receipts: 1
```

--

Receipt #	Date Opened	Type	Opened By	Approved By	# of Trans.	Status
1234321	05/26/94	CHECK/MO	HELSEL,CHRIS	HELSEL,CHRIS	2	POSTED

Select AR DEPOSIT TICKET #:

### SUMMARY LISTING OF DEPOSITS

By choosing this option, the user is able to view information about past and current deposit tickets. This information can be viewed both in brief and in expanded format as the example will show. The expanded format allows the user to view any comments that are associated with a deposit ticket number. In both cases the report can be sorted by date.

```
Select Deposit Management Option:  SUMmary Listing of Deposits
```



Do you want a BRIEF or EXPANDED Listing? BRIEF//  
 START WITH DATE/TIME OPENED: FIRST//  
 DEVICE: VIRTUAL RIGHT MARGIN: 80//

AR DEPOSIT LIST AUG 17,1994 06:44 PAGE 1

TICKET #	DATE OPENED	OPENED BY	DEPOSITED BY	CONFIRMED BY	TOTAL RECEIPTS	STATUS
4321	05/26/94	HEMSEL,CHR	HEMSEL,CHR	HEMSEL,CHR	1	PROCESSED
9876	07/06/94	LODE,GERRY	DITY,NADIN		0	DEPOSITED
9999	07/06/94	LODE,GERRY			1	OPEN

### TRANSFER RECEIPTS TO ANOTHER DEPOSIT TICKET

This option allows the user to move one or more receipts from one deposit ticket to another. If all receipts are moved to a different deposit ticket, the user is asked if they would like to void the old deposit ticket.

Select Deposit Management Option: TRAnsfer receipt/s to another Deposit Ticket

Select TICKET NUMBER to TRANSFER FROM: 123456 03-25-96 LOWE,GERRY J.  
 \$10.00 OPEN

Select TICKET NUMBER to TRANSFER TO: 120961 03-25-96 TREXLER,RANDY W.  
 \$100.00 OPEN

DEPOSIT TICKET

Ticket #: 123456 MAR 25,1996 10:58

=====

Opened By: LOWE,GERRY J. MAR 25,1996 10:46  
 Deposited By:  
 Confirmed By:

Agency Title: Bank Name:  
 Status of Ticket: OPEN Agency Loc. Code:  
 Bank Trace Number: Presented to Bank:  
 Number of Receipts: 1 Bank Deposit Date:

Deposit Amount: \$10.00

-----

--

Comment:

Receipts numbers to be TRANSFERED:

1122334

Do you want to transfer ALL receipts: YES//  
 Do you want to VOID the Deposit Ticket NO// ...  
 Transfer complete!!!

## VIEW A DEPOSIT

By using the VIEW option of the deposit menu, the user can view detailed information about a specific deposit ticket.

```

Select Deposit Management Option:  VIEW a Deposit
Select AR DEPOSIT TICKET #:  4321  05-26-94  HEMSEL,CHRIS L.  $50.25
PROCESSED

                                DEPOSIT TICKET

Ticket #: 4321                                AUG 17,1994  06:52
=====
==

        Opened By: HEMSEL,CHRIS L.    MAY 26,1994  15:03
        Deposited By: HEMSEL,CHRIS L.  MAY 26,1994  15:06
        Confirmed By: HEMSEL,CHRIS L.  MAY 26,1994  15:06

        Agency Title:                               Bank Name: MELLON BANK (CENTRAL)
        Status of Ticket: PROCESSED                Agency Loc. Code: 1090000-1
        Bank Trace Number: 123456789                Presented to Bank: MAY 26,1994
        Number of Receipts: 1                        Bank Deposit Date: MAY 26,1994

        Deposit Amount: $50.25
-----
--
Comment:

Select AR DEPOSIT TICKET #:

```

## VOID A DEPOSIT

This option allows the user to void a deposit ticket. A ticket cannot be voided if receipts are associated with it. In such a case, the receipts must first be transferred to another deposit ticket using the Edit a Receipt Option.

```

Select Deposit Management Option: VOID a Deposit
Select AR DEPOSIT TICKET #: 77777  07-06-94  LOUD,GERRY J.
$0.00
OPEN

Do you want to void this deposit? NO// YES  ...Done

```

## FULL ACCOUNT PROFILE

This option displays all *non-outstanding* and *outstanding* bills and payments for a given account. This means bills with any status. The profile groups bills by their status and includes a total balance of all bills with that status. The option also allows you to view a bill and any of its associated transactions.

This profile is helpful when quickly searching a patient's account for bills and viewing transactions. After viewing the

profile, the system will prompt for a transaction that appears on the profile. Simply enter the number of the transaction and view a descriptive profile for that transaction.

Payments that appear in the profile indicate that they are applied to the account but haven't been posted against a bill. Once their respective receipt is approved, those payments will be applied to outstanding bills or a prepayment bill.

===== A c c o u n t P r o f i l e =====									
DUPP,DONALD (001-43-4433)					Statement Day: 8				
101 WALT ROAD					Last Statement: N/A				
ORLANDO, FL 43434					Amount Owed: 2.00				
Phone #: N/A					RX	Copay Exempt: YES			
#	Bill #	Est	Type	Paid	Prin	Int	Adm	Balance	
----- COLLECTED/CLOSED (0.00) -----									
1	503-K400145	08/31/92	RX CO-P	54.50	0.00	0.00	0.00	0.00	0.00
2	503-K400155	09/01/92	RX CO-P	58.00	0.00	0.00	0.00	0.00	0.00
3	503-K401314	07/21/93	RX CO-P	2.00	0.00	0.00	0.00	0.00	0.00
----- CANCELLATION (0.00) -----									
4	503-K400201	11/18/92	PREPAYM	0.00	-0.00	0.00	0.00	0.00	-0.00
----- OPEN (2.00) -----									
5	503-K401883	10/22/93	RX CO-P	48.00	2.00	0.00	0.00	0.00	2.00
----- REFUNDED (0.00) -----									
6	503-K400042	08/20/92	PREPAYM	0.00	-0.00	0.00	0.00	0.00	-0.00
Select 1-6 or return to continue: 2									
===== A c c o u n t P r o f i l e =====									
DUPP,DONALD (001-43-4433)					Statement Day: 8				
101 WALT ROAD					Last Statement: N/A				
ORLANDO, FL 43434					Amount Owed: 2.00				
Phone #: N/A					RX	Copay Exempt: NO			
Bill #: 503-K400155									
#	Tr #	Type			Date	Amount			
-----									
		Original Amount			09/01/92	0.00			
1	65	INCREASE ADJUSTMENT			09/01/92	4.50			
2	66	INCREASE ADJUSTMENT			07/01/92	50.00			

## PRINT 215 REPORT

This option prints a 215 Report for a given receipt number entered by the user. This report shows, in order of appropriation, how payments included in the receipt were posted during the automatic batch posting of payments process. Additionally, it identifies errors that took place during the posting process, as well as any payments that were made without an appropriation.

Since every cashier receipt contains a 215 Report, select this option and enter the receipt number for the 215 Report you wish to view. You may also select the type of report, accrued or detailed. A detailed report will show the patient or debtor name

along with charges applied (interest, court cost, admin. charge, marshall fee) for each bill.

```

Select Agent Cashier Option:  PRINT 215 Report
RECEIPT #:  CHECK001      YACO,ROBERT G.   10-21-93   CHECK/MO PAYMENT

      Select one of the following:
            A      ACCRUED
            D      DETAILED

ACCRUED OR DETAILED REPORT: ACCRUED//  <ret>
DEVICE: <ret>   VIRTUAL   RIGHT MARGIN: 80//  <ret>

Pg. 1                                     OCT 22,1994@16:07:18
***** 215 REPORT *****
RECEIPT #: CHECK001
-----
      Appropriation: 36X5014

      1)   503-K410008                      19.01
      2)   503-K420188                      35.00
                                         -----
                                         54.51

      INTEREST: (APP:36X1435)                0.08
      ADMIN: (APP:36 3220)                   0.91
      MARSHALL:                             0.00
      COURT COSTS:                          0.00
                                         -----
                                         0.99

PREPAYMENTS:

      TOTAL PREPAYMENTS POSTED:              0.00

ERRORS:
TOTALS:
      TOTAL AMOUNT POSTED:                   55.00
      TOTAL UNAPPLIED AMOUNT:               0.00

```

## PROFILE OF ACCOUNTS RECEIVABLE

This option displays a summary of activity on a patient's account (refer to Transaction Profile for a view of a single transaction on an account). The first level of information displayed is a list of all of the bills associated with that account. By choosing one of the bills, the second level of information displays all transactions associated with that bill or the profile of any activity that occurred on an account.

This option is similar to the full/brief profiles, except its use is not as flexible. Since the printout displays the bills by their bill number, you must know the number of the bill for which you are looking. Entering the bill number gives a profile showing all relevant data concerning the bill.

OCT 22,1994 16:11 ACCOUNTS RECEIVABLE PROFILE

NAME: DUPP,DONALD

BILL #: 503-AA0014

101 WALT ROAD  
 ORLANDO, FL 43434  
 PHONE NO.:

SOC.SEC.NO.: 001-43-4433  
 DATE OF BIRTH: 03-04-34  
 DATE POSTED: AUG 31,1992 17:45:58

CURRENT STATUS: COLLECTED/CLOSED  
 GL #:

CATEGORY: RX CO-PAYMENT/NSC VET  
 DATE BILL PREPARED: AUG 31,1992

INTEREST EFFECTIVE RATE DATE: JUL 1,1991 ANNUAL INTEREST RATE: .085  
 ADMIN EFFECTIVE RATE DATE: JUL 1,1991 MONTHLY ADMIN RATE: .91

ORIGINAL AMOUNT: 0.00

FISCAL YEAR	APPROP. CODE	PAT REFERENCE #	AMOUNT
-----	-----	-----	-----
92			0.00
	BALANCES	PAID	LETTER1/ICD:
PRINCIPAL:	0.00	54.50	LETTER2:
INTEREST:	0.00	0.00	LETTER3:
ADMINISTRATIVE:	0.00	0.00	IRS LETTER:
			DC/DOJ REF.DATE:
CURRENT:	0.00	54.50	

## TRANSACTIONS:

62	1	INCREASE ADJUSTMENT	08/31/92	50.00
63	2	INCREASE ADJUSTMENT	08/26/92	4.50
79	B2222222	PAYMENT (IN PART)	08/31/92	2.00
80	B2222222	PAYMENT (IN PART)	08/31/92	5.00
86	B3333333	PAYMENT (IN FULL)	09/03/92	47.00

BILL RESULTING FROM: UNEARNED MD/DD BONUS

Statement date: NOV 8,1994

## OTHER BILLS:

503-K400044 (PREP/REFU) 503-AA0015 (RX C/COLL) 503-AB0020 (PREP/CANC)

**RELEASE HOLDS ON AR**

This option releases a hold on Means Test bills. This allows the user to forward the bills from IB to AR to start the collection process. There may be some instances which require the VA to hold off billing the patient until payment is received from the insurance company. When a payment is received from an insurance company, any holds on bills to be sent to the patient need to be removed and the patient should be billed.

**RECEIPT MANAGEMENT**

This menu contains a list of options necessary for managing cashier and customer receipts.

Receipt Management  
menu

Approve a Receipt  
 Edit a Receipt  
 List of Receipts  
 Post an Approved Receipt to Accounts  
 Receipt Number Reconciliation Report  
 Reprint a Customer's Receipt  
 Summary of Current Receipts  
 Void a Receipt

## APPROVE A RECEIPT

This option will mark a payment batch (identifiable by receipt number) as approved.

The security key **PRCAY PAYMENT SUP** is required to approve a receipt unless an individual is approving their own receipt. Once approved, a batch is ready for posting to the AR Transaction file. To post the payment batch, you should queue the batch for posting. See Post An Approved Receipt To Accounts.

```

Select Receipt Management Option:    APPROVE a Receipt
RECEIPT #:    CASH001
Have you reviewed this RECEIPT?      YES
Do you want to approve this RECEIPT at this time?    YES
RECEIPT #CASH001 approved.
QUEUE TO PRINT ON
DEVICE: HOME// ISC11  ROOM 730/10 RIGHT MARGIN: 132//    <ret>

Request time to post payments: NOW//    <ret>    (OCT 22, 1994@20:09)
*** REQUEST QUEUED ***

```

## EDIT A RECEIPT

This option allows the user to move a receipt from one deposit ticket to another. This does not allow the user to edit information contained on the receipt.

```

Select Receipt Management Option:    EDIT A Receipt
RECEIPT #:    8473625      LOUD,GERRY J.      08-16-94      CASH PAYMENT
DEPOSIT TICKET: 234432//    9999      07-06-94    LOWER,GERRY J.    $0.00      OPEN
RECEIPT #:

```

## LIST OF RECEIPTS

This option will print a report of all receipts recorded with unarchived payments. The report is sorted by date and shows the receipt number, date posted, amount of payment, the bill that reflects the payment, and the user who posted the payment. The processing time for this report is the same for any given date range regardless of length or receipt type. An asterisk next to any receipt number indicates that the receipt number is out of numeric sequential order. This report may take a long time to compile- queue to a printer when the printer will not be needed immediately.

```

Select Receipt Management Option:    List of Receipts
Enter the beginning DATE : FIRST//    9-1-94
Enter the ending DATE : LAST//      T
DEVICE: HOME//    VIRTUAL

```

-----LIST OF RECEIPTS-----				
--				
	Date			
Receipt #	Posted	Bill	Amount Pd.	By
-----				
--				
* 888888888	09/22/94	503-K400105	4.00	LOUD, GERRY J.
			-----	
			4.00	

## POST AN APPROVED RECEIPT TO ACCOUNTS

This option posts the transactions in an approved batch to the AR Transaction file. Users can only post a batch which they approved, unless they hold the supervisor's key, PRCAY PAYMENT SUP.

Payments in the batch will be applied to the oldest bill first. Once the oldest bill is determined, if the status of the bill is Active or Open, the payment will be credited in the following order: marshal fees, court fees, administrative charges, interest charges, and finally, the principal balance of the bill. If the patient has bills that are on a repayment plan, the agreed repayment plan amount will be applied to the bills included on the repayment plan. Any amount paid over the agreed repayment plan amount will be applied according to the rules for automatic posting described above. If the payment is made in full, the status of the bill will be changed to Collected/Closed. If the payment made does not clear the balance of the bill, the status will not be changed. If the payment exceeds the total balance of the oldest bill, the remaining balance will be applied to any remaining bills. The process will repeat until all bills have been paid in full, or until the payment is exhausted. If the payment made exceeds the total of all outstanding bills, the remaining portion of the payment will be treated as a prepayment.

If a patient has specified that payment is for a particular bill, the payment can be applied to that bill by entering the bill number at the Patient name and Bill number prompt when entering a payment. If the payment exceeds the balance, the system will pay off the bill specified by the patient. It will apply the remaining portion of the payment automatically as described above.

---

NOTE: This is only applicable for patient debts. For non-patient debts the system will notify the user that an

overpayment was made and that a refund should be made. This will be reflected on the 215 Report as an error message.

Select Receipt Management Option: **POST** an Approved Receipt to Accounts

RECEIPT #: **CASH0002**

Is this the correct RECEIPT? **YES**

QUEUE TO PRINT ON

DEVICE: HOME// **ISC11** ROOM 730/10 PITCH RIGHT MARGIN: 132// **<ret>**

Request time to post payments: NOW// **<ret>** (OCT 22, 1994@20:14)

## RECEIPT NUMBER RECONCILIATION REPORT

This option prints, by receipt number, the Receipt Number Reconciliation Report, which compares the total of payments on a given receipt entered during the day by an Agent Cashier with the actual funds collected. This report shows a list of payments received for a specific receipt, by bill number, and the amounts of each payment. Totals for each receipt or batch summary number (in the case of credit cards) appear at the end of the report. (The receipt batches are purged after sixty (60) days.) The Cashier may print this report after the receipt was posted to detect any posting errors that occurred during the night.

Select Receipt Management Option: **RECeipt Number Reconciliation Report**

RECEIPT #: **CHECK001** YACO,ROBERT G. 10-21-93 CHECK/MO PAYMENT

DEVICE: **<ret>** VIRTUAL RIGHT MARGIN: 80// **<ret>**

Receipt Status Report OCT 23,1994 12:11 Pa  
 Receipt #: CHECK001 Starting Time: OCT 22,1994 13:29  
 Type: CHECK/MO PAYMENT Ending Time: OCT 22,1994 13:29  
 Deposit Date: OCT 22,1994 Queued to Post: OCT 22,1994 13:29  
 Opened By: YACO,ROBERT G. Date/Time Opened: OCT 21,1994 19:38  
 Approved By: TREXITE,RANDY W. Date/Time Approved: OCT 22,1994 13:28  
 Last Edited: TREXITE,RANDY W. Date/Time Last Edit: OCT 22,1994 13:09

Trans #	Account	Payment Amount	Payment Date	Amount Processed
1	SEVEN,PATIENT	10.00	10/21/93	10.00
	Check/MO #:	Bank #:	Date of Check:	
2	SEVEN,PATIENT	10.00	10/21/93	10.00
	Check/MO #:	Bank #:	Date of Check:	
3	DUPP,DONALD	15.00	10/22/93	15.00
	Check/MO #: 1002034	Bank #: 12345678	Date of Check: 10/22/93	
TOTAL		35		35
COUNT		3		3
MEAN		13.75		13.75

## REPRINT A CUSTOMER'S RECEIPT



This option prints a second copy of a customer's receipt. Use this option to obtain a second copy if, for some reason, the first copy does not print correctly.

Select Receipt Management Option: **REPrint a Customer's Receipt**

RECEIPT #: **CHECK001**      DOE,JOE      10-21-93      CHECK/MO PAYMENT

Select TRANSACTION: **??**

CHOOSE FROM:

1	SEVEN,PATIENT	\$10.00
2	DUPP,DONALD	\$15.00

Select TRANSACTION: **2**      DUPP,DONALD      \$15.00

Are you sure you want to REPRINT this receipt? YES// **<ret>**

## SUMMARY OF CURRENT RECEIPTS

This option will print out a summary of current receipts in the system, sorted by receipt number. This report will show the following:

- who opened a receipt batch,
- when the batch was opened,
- the type of batch payment,
- number of transactions in the batch,
- whether the batch was posted, and
- who approved the batch for posting to patient accounts.

BATCH PAYMENT LIST      OCT 23,1994 12:14      PAGE 1

RECEIPT #	DATE OPENED	TYPE OF PAYMENT	OPENED BY	APPROVED BY	# OF TRANS.	POSTED
CASH0002	10/22/93	CASH PAY	TREXITE,RAND	TREXITE,RAND	1	YES
CASH0003	10/22/93	CASH PAY	TREXITE,RAND	TREXITE,RAND	0	YES
CASH001	10/21/93	CASH PAY	YACO,RO	TREXITE,RAND	2	YES
CHECK001	10/21/93	CHECK/MO	YACO,RO	TREXITE,RAND	4	YES
IRSPAY01	10/22/93	IRS PAYM	TREXITE,RAND	TREXITE,RAND	2	YES
PLASTIC01	10/22/93	CREDIT C	TREXITE,RAND	TREXITE,RAND	1	YES

## VOID A RECEIPT

This option cancels an empty receipt, i.e, a receipt that has no payment transaction associated with it. Use this option to facilitate voiding receipts that have been wrongly entered or are invalid.

Select Receipt Management Option: **Void A Receipt**

RECEIPT #: **888888888**      LOUD,GERRY J.      09-22-94      CASH PAYMENT

\*\*\* Receipt Voided \*\*\*

RECEIPT #:

**TRANSACTION PROFILE**

This option is used to view or print all information associated with a single transaction.

This option displays a summary of the bill number for the transaction, the transaction date, the type of transaction, and whether or not a code sheet was generated and sent to CALM. At the end of this list, enter the appropriate transaction number and all information for this transaction will be printed.

This option is often used in conjunction with the Profile of Accounts Receivable option. Transactions that appear on that profile can be viewed using the Transaction Profile option.

Select Agent Cashier Option: **TRANSACTION Profile**

```

ENTER AR TRANSACTION NO. OR BILL NO.: 503-AA0014 RX CO-PAYMENT/NSC VET
08-31-92 DUPP,DONALD COLLECTED/CLOSED $0.00
1 62 503-K400141 08-31-92 INCREASE ADJUSTMENT
2 63 503-K400141 08-26-92 INCREASE ADJUSTMENT
3 79 503-K400141 08-31-92 PAYMENT (IN PART)
4 80 503-K400141 08-31-92 PAYMENT (IN PART)
5 86 503-K400141 09-03-92 PAYMENT (IN FULL)
CHOOSE 1-5: 1 62

```

Do you want to queue this output ? NO// **<ret>** (NO)DEVICE: **<ret>** VIRTUAL RIGHT MARGIN: 80// **<ret>**

## TRANSACTION PROFILE

```

=====
ACCOUNT: DUPP,DONALD SSN: 001434433
TRANS. NO: 62 BILL NO: 503-K400141
TRANS. DATE: AUG 31,1992 TRANS. TYPE: INCREASE ADJUSTMENT

TRANS. AMOUNT: $50.00 DATE POSTED: AUG 31,1992 17:45:58
ADJUSTMENT #: 1

FISCAL YEAR PAT REFERENCE # PRINCIPAL AMOUNT FY TRANS. AMOUNT
-----
92 50.00 50.00

```

Brief Comment:  
COMMENTS:  
RECEIPT #:

Follow-up Date:

PROCESSED BY: YACO,ROBERT G.

**THIRD PARTY JOINT INQUIRY**

This option works in conjunction with IB software to provide the user with numerous informative screen displays about specific patients or bills.

Select Agent Cashier Option:   THIRd Party Joint Inquiry

Mar 25, 1996 08:57:18                      Page:       1 of       2  
 K604390   VITARELLI,JOHN W.   V2006           DOB: 07/31/48           Subsc ID:  
 171445390A

--

Insurance Demographics

Subscriber Demographics

Carrier Name: BLUE CROSS 363                      Group Number: 05172500  
 Claim Address: VITARELLI JOHN W                      Group Name:  
                     939 S BRADY ST                      Subscriber ID: 171445390A  
                     DUBOIS, PA 15801                      Employer:  
 Claim Phone:                      Insured's Name: MARCIA K.  
 VITARELLI                      Relationship: SPOUSE

Claim Information

Bill Type: OUTPATIENT                      Service Dates: 06/30/95 -  
 06/30/95  
 Time Frame: ADMIT THRU DISCHARGE CLAIM           Date Entered: 11/27/95  
 Rate Type: REIMBURSABLE INS.                      Orig Claim:       25.00  
 AR Status: CANCELLATION                      Balance Due:       0.00

+-----Enter ?? for more actions-----

--

BC Bill Charges	AR Account Profile	VI Insurance Company
DX Bill Diagnosis	CM Comment History	VP Policy
PR Bill Procedures	IR Insurance Reviews	AB Annual Benefits
CB Change Bill	HS Health Summary	EL Patient Eligibility
	AL Go to Active List	EX Exit Action

Select Action: Next Screen// AR   Account Profile

Mar 25, 1996 08:57:34                      Page:       1 of       1  
 K604390   VITARELLI,JOHN W.   V2006           DOB: 07/31/48           Subsc ID:  
 171445390A  
 AR Status: CANCELLATION                      Orig Amt: 25.00       Balance Due: 0.00

--

	11/27/95	IB Status: PRINTED (First)	25.00
25.00			
1 570345	12/05/95	COMMENT	0.00
25.00			
2 570346	12/05/95	DECREASE ADJUSTMENT	-25.00
0.00			

Total Collected:                      0.00

-----Enter ?? for more actions-----

--

BC Bill Charges	VT Transaction Profile	VI Insurance Company
DX Bill Diagnosis	CM Comment History	VP Policy
PR Bill Procedures	IR Insurance Reviews	AB Annual Benefits
CI Go to Claim Screen	HS Health Summary	EL Patient Eligibility
	AL Go to Active List	EX Exit Action

Select Action: Quit// IR   Insurance Reviews

Mar 25, 1996 08:57:58                      Page:       1 of       1  
 Insurance Review Entries for: K604390   VITARELLI,JOHN W. V2006

## Agent Cashier Menu

----Date-----Ins. Co.-----Type Contact-----Action---- Auth. No.--  
-

No Claims Tracking Entries.

-----Service Connected: 100%-----

>>>

BC	Bill Charges	AR	Account Profile	VI	Insurance Company
DX	Bill Diagnosis	CM	Comment History	VP	Policy
PR	Bill Procedures	VR	Reviews/Appeals	AB	Annual Benefits
CI	Go to Claim Screen	HS	Health Summary	EL	Patient Eligibility
		AL	Go to Active List	EX	Exit Action

Select Action: Quit// BC Bill Charges

Mar 25, 1996 08:58:06 Page: 1 of 1  
K604390 VITARELLI,JOHN W. V2006 DOB: 07/31/48 Subsc ID:  
171445390A  
06/30/95 - 06/30/95 ADMIT THRU DISCHARGE CLAIM Orig Amt: 25.00

--

NON-VA CARE				
500	OUTPATIENT SVS	25.00	1	25.00
001	TOTAL CHARGE			25.00

OP VISIT DATE(S) BILLED: JUN 30,1995

-----Enter ?? for more actions-----

--

DX	Bill Diagnosis	AR	Account Profile	VI	Insurance Company
PR	Bill Procedures	CM	Comment History	VP	Policy
CI	Go to Claim Screen	IR	Insurance Reviews	AB	Annual Benefits
		HS	Health Summary	EL	Patient Eligibility
		AL	Go to Active List	EX	Exit Action

Select Action: Quit//

# AR - Accounts Receivable Menu

## AR - Accounts Receivable Menu

Brief Account Profile  
Deposit Management...  
FMS Utilities Menu...  
Full Account Profile  
Patient Payment/Refund Transaction History Inquiry  
Payments Posted from Prepayment  
Print 215 Report  
Profile of Accounts Receivable  
Status Listing for Bills  
Transaction Profile

### BRIEF ACCOUNT PROFILE

This option displays all *outstanding* bills and payments for a given account. Outstanding bills include bills with a status of *Open*, *Active*, or *Refund Review*. The profile groups bills by their status and includes a total balance of all bills with that status. The option also allows you to view a bill and any of its associated transactions.

This profile is helpful when quickly searching a patient's account for bills and viewing transactions. After viewing the profile, the system will prompt for a transaction that appears on the profile. Simply enter the number of the transaction and view a descriptive profile for that transaction.

Payments that appear in the profile indicate that they are applied to the account but haven't been posted against a bill. Once their respective receipt is approved, those payments will be applied to outstanding bills or a prepayment bill.

```
===== A c c o u n t   P r o f   i l e =====
DUPP,DONALD (001-43-4433)                Statement Day: 8
101 WALT ROAD                           Last Statement: N/A
ORLANDO, FL 43434                       Amount Owed: 2.00
Phone #: N/A                             RX      Copay Exempt: YES

#   Bill #           Est       Type      Paid      Prin      Int      Adm
Balance
----- PAYMENTS (-10.00) -----
*   PLASTIC01-1             PAYMENT -10.00    0.00        0.00    0.00   -10.00
----- OPEN (12.00) -----
1   503-K401881   10/22/93   RX CO-P   38.00    12.00    0.00    0.00   12.00

Select 1-1: 1
===== A c c o u n t   P r o f   i l e =====
DUPP,DONALD (001-43-4433)                Statement Day: 8
101 WALT ROAD                           Last Statement: N/A
ORLANDO, FL 43434                       Amount Owed: 2.00
Phone #: N/A                             RX      Copay Exempt: YES
Bill #: 503-K401881

#       Tr #       Type                               Date       Amount
-----
1       1202       Original Amount                               10/22/93     0.00
2       1205       INCREASE ADJUSTMENT                        10/22/93    50.00
3       1206       PAYMENT (IN PART)                         10/22/93    15.00
4       1207       PAYMENT (IN PART)                         10/22/93    20.00
                                     10/22/93     3.00
                                     -----
                                     $ 12.00
```

Select 1-4 or 'P' to Print:

## DEPOSIT MANAGEMENT MENU

The options within the Deposit Management sub-menu under the Accounts Receivable main menu are identical to those found in the Deposit Management sub-menu of the Agent Cashier's menu with the exception of the following additions.

Deposit management  
Menu

- Create Deposit Ticket
- Deposit Money to Bank
- Confirm Deposit from Bank
- Summary Listing of Deposits
- Edit a Deposit Ticket
- Process Deposit
- Receipt List for Deposit
- View a Deposit
- Void a Deposit

## CONFIRM DEPOSIT FROM BANK

This option allows the user to select and summarily enter a confirmation that a deposit ticket number has been deposited to the bank. (The ticket must have been deposited first!) If there are no receipts associated with a ticket, the user will be informed with a message before it can be confirmed. The confirmation data consists of entering the Bank Deposit Date (the date the bank actually recorded the deposit- not the date the deposit was presented to the bank) and the Bank Trace Number. The Bank Trace number, unlike the Bank Deposit Date, is not required for confirmation to occur. Upon entering the confirmation information, the user is prompted to accept the data. If a mistake has been made while entering the data, the user answers NO to the prompt and will be able to edit the information. When confirmation has taken place, the deposit ticket is marked processed and the appropriate document is sent to FMS.

```
Select Deposit Management Option:      CONFIRM Deposit from Bank
Select TICKET NUMBER to CONFIRM: 312321//    08-14-94    YACO,ROBERT G.
$50.00      DEPOSITED
```

BANK DEPOSIT DATE: T (AUG 17, 1994)

BANK TRACE NUMBER: 43256

## DEPOSIT TICKET

```
Ticket #: 312321                                AUG 17,1994  13:55
=====
==
```

Opened By: YACO,ROBERT G. JUN 14,1994 13:18  
Deposited By: LOWER,GERRY J. AUG 16,1994 09:55  
Confirmed By:

Agency Title: SITE (DEPOSIT) Bank Name: MELLON BANK (CENTRAL)

```

Status of Ticket: DEPOSITED      Agency Loc. Code: 1090000-1
Bank Trace Number: 43256        Presented to Bank: AUG 16,1994
Number of Receipts: 4           Bank Deposit Date: AUG 17,1994

```

Deposit Amount: \$50.00

-----  
--

Comment:  
TEST

Is this OK? YES//

... Deposit confirmation accepted  
... Deposit marked as processed

## PROCESS DEPOSIT

This option allows the user to “manually” mark a deposit ticket for transmitting to FMS. The deposit ticket must be in either processed or confirmed status to be marked. A deposit ticket with no receipts associated with it can be marked but will not be transmitted. This option should be used only if the confirmation processed erred or was aborted.

```

Select AR MASTER MENU Option: AR - Accounts Receivable Menu
Select AR - Accounts Receivable Menu Option:      Deposit Management
Select Deposit Management Option:      Process Deposit
Select TICKET NUMBER to PROCESS:  12345 05-20-94      YACO,ROBERT G.
      $10012.10      CONFIRMED

```

### DEPOSIT TICKET

Ticket #: 12345 AUG 17,1994 14:20

=====

==

Opened By: YACO,ROBERT G. MAY 20,1994 13:56  
Deposited By: YACO,ROBERT G. MAY 20,1994 14:03  
Confirmed By: DOT,NADINE Y. JUN 14,1994 13:32

```

Agency Title:      Bank Name: MELLON BANK (CENTRAL)
Status of Ticket: CONFIRMED      Agency Loc. Code: 1090000-1
Bank Trace Number: 503-4949      Presented to Bank: MAY 20,1994
Number of Receipts: 2           Bank Deposit Date: MAY 27,1994

```

Deposit Amount: \$10012.10

-----  
--

Comment:

Are you sure you want to post to FMS? NO// YES  
... Deposit queued for transmission to FMS

## FMS UTILITIES MENU

### fms UTILITIES Menu

Document Status Inquiry...  
FMS Cash Receipt Reconciliation (132 col.)  
FMS Regeneration Menu...

The FMS Utilities Menu contains the options which are necessary to manage data being sent to the Financial Management System in Austin.

## DOCUMENT STATUS INQUIRY

This sub-menu allows the user to check the status of FMS documents

document status inquiry Menu
Billing Document Inquiry
Transaction Inquiry
Regenerate Prior Month OBR
Unprocessed Document List

## BILLING DOCUMENT INQUIRY

This option is used to view the status of a detail bill that had been sent to FMS. The status's include sent, not sent, rejected, and accepted.

```

Select Document Status Inquiry Option:      Bill Inquiry
Select A/R BILL:  503-4K0005B      VENDOR      04-29-94      SAM'S SUPPLY STORE
ACTIVE $100.00

                                A/R Document Status Inquiry
Bill Number: 503-4K0005B      Amount: 50.00      Debtor: SAM'S SUPPLY STORE
Last Update: JUL 26,1994  15:55      STATUS: SENT
  
```

## TRANSACTION INQUIRY

This option enables a user to display the FMS status for a user-specified AR transaction. Such information would be useful in determining the cause of inconsistencies that may exist in the OBR report.

## REGENERATE PRIOR MONTH OBR

This option regenerates the previous month's outstanding bill reconciliation report and sends it to the local FMS mail group. The OBR prints routinely at the end of each month and lists all open receivable sent to FMS. This option is the "manual" queue in the event that the OBR doesn't run automatically. Should a discrepancy occur between FMS and AR, it would be listed on the OBR as an error. Some typical errors would include balance discrepancies between FMS and AR, or transactions being listed in FMS and not AR (or vice- versa).

After answering YES to the prompt which asks if the user wishes to regenerate the prior month's OBR, the user is returned to the Document Status Inquiry menu. The OBR will appear in the user's local mailman.



**UNPROCESSED DOCUMENT LIST**

This option will print a list of FMS documents that have an FMS status other than accepted. This report will show documents that are three or more days old. FMS status's include: Accepted- document was accepted at FMS, Sent- document was passed from AR to the Generic Code Sheet package and are awaiting transmission to FMS, Not Sent- document is being processed by AR, Rejected- document has been sent to FMS and was rejected due to an error.

```

Select Document Status Inquiry Option:      Unprocessed Document List
START WITH DOCUMENT DATE: FIRST//      8-1
GO TO DOCUMENT DATE: LAST//      8-10
DEVICE: VIRTUAL      RIGHT MARGIN: 80//
FMS UNPROCESSED DOCUMENT LIST              AUG 31,1994  15:30      PAGE 1
Type of Document      FMS      Doc. #      Doc. Dt.      Status      AR Bill #
-----
--

BILLING-DOCUMENT ESTABL BD503K400095      08/17/94  NOT-SENT  503-
K400095
BILLING-DOCUMENT ESTABL BD503K400058      08/18/94  NOT-SENT  503-
K400058
BILLING-DOCUMENT ESTABL 503K400055      08/01/94  SENT      503-
K400055
CASH-RECEIPT DETAIL      503K4A0253      08/09/94  SENT      503-
K400022
CASH-RECEIPT SUMMARY      503K4A0254      08/09/94  SENT      503-
K400023
CASH-RECEIPT SUMMARY      503K4A0255      08/09/94  SENT      503-
4K00069
  
```

**FMS CASH RECEIPT RECONCILIATION (132 COL.)**

This report allows the user to view Cash Receipt documents from a specified ticket number or range of numbers and dates. The receipts are categorized by appropriation. Each appropriation is totaled with a grand total of all receipts shown at the end.

```

Select FMS Utilities Menu Option: FMS      DOcument Comparison Report (132 col.)
START WITH DEPOSIT TICKET: FIRST//
START WITH DATE LAST UPDATE: : FIRST//
DEVICE: VIRTUAL      RIGHT MARGIN: 80//

AR FMS DOCUMENT LIST              NOV 14,1994  11:55      PAGE 1
RECEIPT #      FMS DOCUMENT NUMBER      FUND      AMOUNT
AR BILL NUMBER
-----
--

DEPOSIT TICKET: 3 87435
DATE LAST UPDATE: OCT 13, 1994
STATUS: ACCEPTED
11446119      CR-503K5A0158      1435      0.09
11446120      CR-503K5A0162      1435      0.66
11446121      CR-503K5A0166      1435      2.14
  
```

## AR - Accounts Receivable Menu

-----			
SUBTOTAL			2.89
11446121	CR-503K5A0165	2431	37.37
-----			
SUBTOTAL			37.37
11446119	CR-503K5A0159	3220	1.80
11446120	CR-503K5A0163	3220	4.20
11446121	CR-503K5A0167	3220	6.45
-----			
SUBTOTAL			12.45
DATE LAST UPDATE: OCT 25, 1994			
STATUS: ACCEPTED			
11446118	CR-503K5A0 286	5014	42.00
11446118	CR-503K5A0287	5014	22.00
11446119	CR-503K5A0288	5014	351.54
11446119	CR-503K5A0289	5014	4.00
-----			
SUBTOTAL			419.54
-----			
TOTAL			472.16

### FMS REGENERATION MENU

This sub-menu of the FMS utilities contains the options that allow the regeneration and subsequent re-transmission of the various FMS document types to Austin.

fms r e g e n e r a t i o n Menu
Billing Document Regeneration
Edit FMS Accounting Elements
Modified Billing Document Regeneration
National Data Base Document Regeneration
Overpayment (OP) Document Regeneration
Regenerate FMS Cash Receipt Document
Remove invalid SUB BOC
Write-Off Document Regeneration

### BAD DEBT ESTIMATE CODE SHEET REGEN

In the event of an FMS rejection of this report due to missing the report "window" from the 24<sup>th</sup> to the next to last day of the month, this option will allow for a retransmission of the data.

Select FMS Regeneration Menu Option: BAD Debt Estimate Code Sheet	Regen
Select Bad Debt Document to Retransmit: ?	
Answer with AR FMS DOCUMENT NUMBER, or IDENTIFIER, or FMS DOCUMENT NUMBER	
Do you want the entire AR FMS DOCUMENT List? Y (Yes)	
Choose from:	
2848 SUMMARY VOUCHER 05-01-95 REJECTED BDE0426SV5014	
Select Bad Debt Document to Retransmit: 2848 SUMMARY VOUCHER 05-01-9	
5 REJECTED BDE0426SV5014	
Code Sheet Retransmitted	

**BILLING DOCUMENT REGENERATION**

This option regenerates and re-transmits a billing document that has been rejected in FMS and subsequently corrected by the user. The initial prompt requires a *bill number*. (See reject list from FMS that is sent daily to your site.)

```
Select FMS Regeneration Menu Option:    BILLing Document Regeneration
Select BILL NUMBER:    503-K400084    VENDOR    06-16-94    SAM'S SUPPLY
STORE    ACTIVE    $110.00
This will RESEND the selected Billing Document to FMS.
Are you sure? NO//    YES
```

Building FMS Billing Document. Please hold...

**EDIT FMS ACCOUNTING ELEMENTS**

This option is used to edit the accounting line information on rejected FMS Detailed Billing Documents only. Once the edit is made, the FMS Billing Document is re-transmitted.

```
Select FMS Regeneration Menu Option:    EDIT FMS Accounting Elements
Select BILL NUMBER:    503-4K0005D    VENDOR    04-29-94    SAM'S SUPPLY
STORE    ACTIVE    $25.00
```

```
=====
==
```

```
        BILL # : 503-4K0005D                DEBTOR : SAM'S SUPPLY STORE
```

```
FISCAL YEAR          FUND (APPROPRIATION)          ORIGINAL
AMOUNT
    94                0151A1
50.00
```

```
=====
==
```

```
        *** REFUND ***
```

```
CONTROL POINT : 301
BUDGET OBJECT : 2660                COST CENTER : 800100
        SUB :                        SUB : 00
```

```
=====
==
```

```
        *** REIMBURSEMENT ***
```

```
REVENUE SOURCE :                        SUB :
```

Select one of the following:

- 1            REFUND
- 2            REIMBURSEMENT

```
BILL TYPE: REIMBURSEMENT//    1  REFUND
CONTROL POINT: 301//    101
  101 LAB TESTING 101//
SAT STATION:
COST CENTER: 800100//
BOC (SUB ACCOUNT): 2660//    2696 LAB TEST BOC
Building FMS Billing Document. Please hold...
```

## MODIFIED BILLING DOCUMENT REGENERATION

This option regenerates and re-transmits a modified billing document that has been rejected in Austin, The initial prompt requires a *transaction number but will accept a bill number*.  
(See reject list from FMS that is printed daily at your site.)

---

Select FMS Regeneration Menu Option:      **Modified Billing Document**  
Regeneration  
Select A/R TRANSACTION NUMBER:    **136**      503-K400025      08-26-94  
INCREASE  
ADJUSTMENT      CALM CODE: NOT DONE  
This will RESEND the selected Billing Document to FMS.  
Are you sure? NO//    **YES**

Creating FMS Modified Billing Document...

Document #43 Created.

---

**NATIONAL DATA BASE DOCUMENT REGENERATION**

This option is used to regenerate and re-transmits National Data Base Documents that have been rejected by FMS.

```

Select FMS Regeneration Menu Option:    National Data Base Document
Regeneration
Select NDB Document to Retransmit:      ??
CHOOSE FROM:
  27      SUMMARY VOUCHER      07-06-94      REJECTED      NDB0630SV5014
  30      WRITE-OFF SUMMARY    07-06-94      REJECTED      NDB0630WR5014

Select NDB Document to Retransmit:      27      SUMMARY VOUCHER      07-06-94
REJECTED      NDB0630SV5014
Code Sheet Retransmitted

```

**OVERPAYMENT (OP) DOCUMENT REGENERATION**

This option will allow a user to regenerate and re-transmits a rejected OP Document. It will only allow the re-transmission of an OP document that has actually been refunded in the AR package and has been rejected by FMS. The initial prompt requires a *bill number*. (See reject list from FMS that is printed daily at your site.)

```

Select FMS Regeneration Menu Option:    Overpayment (OP) Document Retransmit
Select ACCOUNTS RECEIVABLE BILL NO.:    503-K400044      PREPAYMENT      05-20-
94
      FOUR,PATIENT      REFUNDED      $0.00

Creating an FMS Overcollection Payment Voucher . . .

```

**REGENERATE FMS CASH RECEIPT DOCUMENT**

This option is to re-create and re-transmit the Cash Receipt Documents.

```

Select FMS Regeneration Menu Option:    REG
RECEIPT #:      888888888      LOUD,GERRY J.      09-22-94      CASH PAYMENT
Is this the correct RECEIPT to regenerate?    y YES
Cash Receipt Document/s were REGENERATED and sent to FMS!!!

```

**REMOVE INVALID SUB BOC**

This option is used to remove an invalid Sub Budget Object Code (BOC). *For salary receivables only.*

```

Select FMS Regeneration Menu Option:    REMOve invalid SUB BOC
Select ACCOUNTS RECEIVABLE BILL NO.:    503-K400044      PREPAYMENT      05-20-94
FOUR,PATIENT      REFUNDED      $0.00
SUB BOC removed.

```

**WRITE-OFF DOCUMENT REGENERATION**

This option is used to regenerate and re-transmits a rejected FMS Write-Off Document. The initial prompt requires a *transaction number*. (See reject list from FMS that is printed daily at your site.)

```

Select FMS Regeneration Menu Option:      Write-Off Document Regeneration
Select A/R TRANSACTION NUMBER:    30      503-4K00082      05-06-94
INCREASE
ADJUSTMENT          CALM CODE: DONE
This will RESEND the selected Billing Document to FMS.
Are you sure? NO// YES

Creating FMS Write-Off Document...
Document #43 Created.

```

**FULL ACCOUNT PROFILE**

This option displays all *non-outstanding* and *outstanding* bills and payments for a given account. This means bills with any status. The profile groups bills by their status and includes a total balance of all bills with that status. The option also allows you to view a bill and any of its associated transactions.

This profile is helpful when quickly searching a patient's account for bills and viewing transactions. After viewing the profile, the system will prompt for a transaction that appears on the profile. Simply enter the number of the transaction and view a descriptive profile for that transaction. Payments that appear in the profile indicate that they are applied to the account but haven't been posted against a bill. Once their respective receipt is approved, those payments will be applied to outstanding bills or a prepayment bill.

```

===== A c c o u n t   P r o f i l e =====
DUPP,DONALD (001-43-4433)
101 WALT ROAD
ORLANDO, FL 43434
Phone #: N/A
Statement Day: 8
Last Statement: N/A
Amount Owed: 2.00
RX Copay Exempt: YES

#   Bill #       Est       Type       Paid       Prin       Int       Adm   Balance
-----
1   503-K400141  08/31/92  RX CO-P   54.50      0.00      0.00      0.00   0.00
2   503-K400151  09/01/92  RX CO-P   68.00      0.00      0.00      0.00   0.00
3   503-K401311  07/21/93  RX CO-P    2.00      0.00      0.00      0.00   0.00
----- CANCELLATION (0.00) -----
4   503-K400201  11/18/92  PREPAYM   0.00     -0.00      0.00      0.00  -0.00
----- OPEN (2.00) -----
5   503-K401881  10/22/93  RX CO-P   48.00      2.00      0.00      0.00   2.00
----- REFUNDED (0.00) -----
6   503-K400041  08/20/92  PREPAYM   0.00     -0.00      0.00      0.00  -0.00
7   503-K400292  12/15/92  PREPAYM   0.00     -0.00      0.00      0.00  -0.00
8   503-K400493  12/17/92  PREPAYM   0.00     -0.00      0.00      0.00  -0.00
----- BILL INCOMPLETE (0.00) -----

```

Select 1-8 or return to continue: 2

```

===== A c c o u n t   P r o f   i l e =====
DUPP,DONALD (001-43-4433)                Statement Day: 8
101 WALT ROAD                          Last Statement: N/A
ORLANDO, FL 43434                      Amount Owed: 2.00
Phone #: N/A                           RX      Copay Exempt: NO
Bill #: 503-K400151

```

#	Tr #	Type	Date	Amount
		Original Amount	09/01/92	0.00
1	65	INCREASE ADJUSTMENT	09/01/92	4.50
2	66	INCREASE ADJUSTMENT	07/01/92	50.00
3	67	INCREASE ADJUSTMENT	06/05/92	44.50
4	87	PAYMENT (IN PART)	09/03/92	3.00
5	195	PAYMENT (IN PART)	11/12/92	45.00
6	208	INCREASE ADJUSTMENT	12/01/92	2.00
7(I)	209	PAYMENT (IN PART)	12/01/92	10.00
8	218	DECREASE ADJUSTMENT	12/03/92	2.00
9	234	DECREASE ADJUSTMENT	12/22/92	0.01

Select 1-9 or 'P' to Print or return to continue:

## PATIENT PAYMENT/REFUND TRANSACTION HISTORY INQUIRY

This option lists a history of payment/refund transactions for a patient and a given date range. Use this report to respond to patient questions concerning their payments or refunds. It will provide information about the amount applied towards fees, charges, and services.

When the system prompts for the beginning date, the default response is the last statement date if it exists or T-30 if the last statement date does not exit.

### Patient Payment History Report

Page 1

For Patient: DUPP,DONALD  
 SSN : 001434433  
 For dates: Sep 22, 1994-Oct 22, 1994

DATE OF PAYMENT/REFUND	BILL #	REFUND RECEIPT #	AMOUNT	PRIN.	INT.	ADMIN.
Oct 22, 1994	503-K401883	CHECK001	15.00	15.00	0.00	0.00
Oct 22, 1994	503-K401883	CHECK001	20.00	20.00	0.00	0.00
Oct 22, 1994	503-K401883	IRSPAY01	3.00	3.00	0.00	0.00
Oct 22, 1994	503-K401883	PLASTIC01	10.00	10.00	0.00	0.00

Total Principal Paid: 48.00  
 Total Interest Paid: 0.00  
 Total Admin Paid: 0.00  
 Total Paid: 48.00  
 Total Refund: 0.00

## PAYMENTS POSTED FROM PREPAYMENT

This option lists, by date selected, the AR transactions that are decreases from prepayment bills and their corresponding Accounts Receivable transactions that are either payments in full or payments in part. Two types of error messages will be displayed based on the following conditions:

- If the corresponding transaction is not found
- If the decrease transaction and the payment transaction do not balance

This is often used to identify monies that should be transferred from one appropriation to another, such as an MCCR appropriation to a non-MCCR appropriation. An asterisk (\*) will appear beside any transaction that should be transferred.

Background Payment Posting from Prepayment					Receivables Page 1		22-OCT-93
Reporting period: AUG 23,1994					thru OCT 22,1994		
Tran. Date	Tran. No.	Tran. Type	Tran. Amount	Corresponding Tran. No.	Patient Name	Bill No.	
09/17/94	1127	DECREASE	\$10.00	1126	SIXTEEN,PATIENT	503-K400554	
09/17/94	1126	PAYMNT (FULL)	\$10.00	1127	SIXTEEN,PATIENT	503-K400605	
09/17/94	1130	DECREASE	\$76.45	1129	SIXTEEN,PATIENT	503-K400554	
09/17/94	1129	PAYMNT (PART)	\$76.45	1130	SIXTEEN,PATIENT	503-K400605	
* - Include the payment amount on a 928.23							

## PRINT 215 REPORT

This option prints a 215 Report for a given receipt number entered by the user. This report shows, in order of appropriation, how payments included in the receipt were posted during the automatic batch posting of payments process. Additionally, it identifies errors that took place during the posting process, as well as any payments that were made without an appropriation.

Since every cashier receipt contains a 215 Report, select this option and enter the receipt number for the 215 Report you wish to view. You may also select the type of report, accrued or detailed. A detailed report will show the debtor name along with charges applied (interest, court cost, admin. charge, marshal fee) for each bill.

Use this option when reconciling the Agent Cashier AR listings with each accounting document.



Select AR - Accounts Receivable Menu Option: **print 215 Report**  
 RECEIPT #: **check001** KLINGER,ROBERT G. 10-21-93 CHECK/MO PAYMENT  
 Select one of the following:

A ACCRUED  
 D DETAILED

ACCRUED OR DETAILED REPORT: ACCRUED// **DETAILED**

DEVICE: <ret> VIRTUAL RIGHT MARGIN: 80// <ret>

Pg. 1 OCT 22,1994@21:44:08

\*\*\*\*\* 215 REPORT \*\*\*\*\*  
 RECEIPT #: CHECK001

-----  
 Appropriation: 36X5014

1)	503-K400081	19.01	DEBTOR: SEVEN,PATIENT	
	INT: 0.08 ADMIN:	0.91 MARS:	0.00 CC:	0.00
2)	503-K401881	35.00	DEBTOR: DUPP,DONALD	
	INT: 0.00 ADMIN:	0.00 MARS:	0.00 CC:	0.00

-----  
 54.51

INTEREST: (APP:36X1435)	0.08
ADMIN: (APP:36 3220)	0.91
MARSHALL:	0.00
COURT COSTS:	0.00

-----  
 0.99

PREPAYMENTS:

ERRORS:

TOTALS:

TOTAL AMOUNT POSTED: 55.00

TOTAL UNAPPLIED AMOUNT: 0.00

**PROFILE OF ACCOUNTS RECEIVABLE**

This option prints a report of all information and activities or events that have occurred against any account. You may view these accounts by entering the debtor name, bill number or PAT number. If the debtor is a patient, you may enter the social security number.

Use this option to obtain information for veteran or third party inquires. Also, it can be used to accumulate information for submitting delinquent debts to District Counsel.

```

OCT 22,1994 16:11 ACCOUNTS RECEIVABLE PROFILE
=====
NAME: DUPP,DONALD                                BILL #: 503-K400144

101 WALT ROAD                                     SOC.SEC.NO.: 001-43-4433
ORLANDO, FL 43434                                DATE OF BIRTH: 03-04-34
PHONE NO.:                                         DATE POSTED: AUG 31,1992 17:45:58

CURRENT STATUS: COLLECTED/CLOSED                  CATEGORY: RX CO-PAYMENT/NSC VET
GL #:                                              DATE BILL PREPARED: AUG 31,1992

INTEREST EFFECTIVE RATE DATE: JUL 1,1991          ANNUAL INTEREST RATE: .085
ADMIN EFFECTIVE RATE DATE: JUL 1,1991             MONTHLY ADMIN RATE: .91

ORIGINAL AMOUNT: 0.00

FISCAL YEAR    APPROP. CODE    PAT REFERENCE #    AMOUNT
-----
    92
BALANCES      PAID            LETTER1/ICD:
PRINCIPAL:    0.00            54.50            LETTER2:
INTEREST:     0.00            0.00            LETTER3:
ADMINISTRATIVE: 0.00            0.00            IRS LETTER:
                                           DC/DOJ REF.DATE:

CURRENT:      0.00            54.50

TRANSACTIONS:
  62      1      INCREASE ADJUSTMENT      08/31/92      50.00
  63      2      INCREASE ADJUSTMENT      08/26/92      4.50
  79      B2222222  PAYMENT (IN PART)      08/31/92      2.00
  80      B2222222  PAYMENT (IN PART)      08/31/92      5.00
  86      B3333333  PAYMENT (IN FULL)      09/03/92      47.00

BILL RESULTING FROM:  UNEARNED MD/DD BONUS

Statement date: NOV 8,1994
OTHER BILLS:
  503-K400014 (PREP/REFU)  503-K400115 (RX C/COLL)  503-K400420 (PREP/CANC)
  503-K400229 (PREP/REFU)  503-K400429 (PREP/REFU)  503-K400461 (VEND/PEND)
  503-K400172 (CURR/BILL)  503-K401131 (RX C/COLL)  503-K401436 (EX-E/PEND)
  503-K401828 (RX C/OPEN)

```

## STATUS LISTING FOR BILLS

This option lists all bills with a given status. This report will contain the bill's number, date, category, debtor, and balance. In addition, a summary will appear at the end of the report which will show the total number of bills with this status and the total balance of all bills with this status. To view this report, enter the status name at the system prompt. Common statuses searched for by Accounting Technicians are New Bill, and Refund Review; however, Accounting Technicians have the ability to get any status listing that would fulfill their needs.

The following table shows a list of all valid bill statuses.

Bill Statuses	
ACTIVE	OLD BILL
ADD (AMEND)	OPEN
AMEND	PENDING APPROVAL
AMENDED BILL	PENDING ARCHIVE
ARCHIVED	RE-ESTABLISH
BILL INCOMPLETE	<b>REFUND REVIEW</b>
CANCELLATION	REFUNDED
CANCELED BILL	RETURNED FOR AMENDMENT
COLLECTED/CLOSED	RETURNED FROM AR (NEW)
DELETE (AMEND)	SUSPENDED
IN-ACTIVE	SUSPENSE
INCOMPLETE	WRITE-OFF
<b>NEW BILL</b>	

Select AR - Accounts Receivable Menu Option:      **STATUS Listing For Bills**

List for STATUS:    **OPEN**

DEVICE: HOME// <ret>    VIRTUAL    RIGHT MARGIN: 80//    <ret>

Status: OPEN

Bill no.	Date Prepared	Category	Debtor	Balance
503-K400354	NOV 1,1992	RX CO-PAYMENT/N	TREXITE,RANDY	8.00
503-K400434	JUL 14,1994	PREPAYMENT	TEST,PATIENT	7.00
503-K400356	OCT 1,1994	PREPAYMENT	NEWER,TEST	20.00
503-K401837	OCT 22,1994	RX CO-PAYMENT/S	*SEVEN,PATIENT	10.00
503-K401838	OCT 22,1994	RX CO-PAYMENT/N	DUPP,DONALD	2.00
-----				
TOTAL:	47.00			
COUNT:	5.00			
MEAN:	9.40			

\* -indicates that patient is deceased

## TRANSACTION PROFILE

This option is used to view or print all information associated with a single transaction.

If a "?" or "???" is entered at the prompt to enter a bill or transaction number, a list of all transactions is generated. A nice feature about this listing is that it will display a summary of the bill number for the transaction, the transaction date, and the type of transaction. At the end of this list, enter the appropriate transaction number and all information for this transaction will be printed.

This option is often used in conjunction with the Profile of Accounts Receivable option. Transactions that appear on that profile can be viewed using the Transaction Profile option. To generate a profile, enter the bill number at the system prompt.

**NOTE:** This option will not generate a listing for a "new" bill. New bills must be audited in order to see a profile.

Select Agent Cashier Option: **TRANSACTION Profile**

```

ENTER AR TRANSACTION NO. OR BILL NO.: 503-K300134      RX CO-PAYMENT/NSC VET
08-31-92      DUPP,DONALD      COLLECTED/CLOSED      $0.00
  1      62      503-K400134      08-31-92      INCREASE ADJUSTMENT
  2      63      503-K400134      08-26-92      INCREASE ADJUSTMENT
  3      79      503-K400134      08-31-92      PAYMENT (IN PART)
  4      80      503-K400134      08-31-92      PAYMENT (IN PART)
  5      86      503-K400134      09-03-92      PAYMENT (IN FULL)
CHOOSE 1-5: 1 62
Do you want to queue this output ? NO// <ret> (NO)
DEVICE: <ret> VIRTUAL      RIGHT MARGIN: 80// <ret>
  
```

### TRANSACTION PROFILE

```

=====
ACCOUNT: DUPP,DONALD      SSN: 001434433
TRANS. NO: 62      BILL NO: 503-K400134
TRANS. DATE: AUG 31,1992      TRANS. TYPE: INCREASE ADJUSTMENT

TRANS. AMOUNT: $50.00      DATE POSTED: AUG 31,1992 17:45:58

ADJUSTMENT #: 1

FISCAL YEAR      PAT REFERENCE #      PRINCIPAL AMOUNT      FY TRANS. AMOUNT
-----
  92      -----      50.00      50.00

Brief Comment:      Follow-up Date:
COMMENTS:
RECEIPT #:
PROCESSED BY: KLINGER,ROBERT G.
  
```

## Archive AR Records Menu

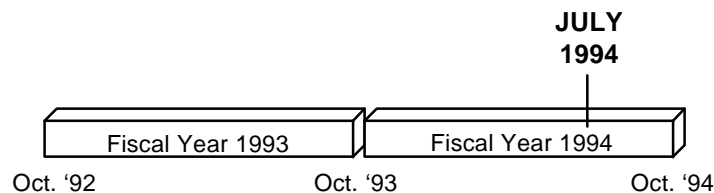
### archive ar records menu

Mark AR Records for Archival  
Detailed Report of Pending Archive Records  
Unmark Records Marked for Archival  
Build Temporary Archive File  
Remove AR Records from Files  
Purge Temporary Archive Storage File

### MARK AR RECORDS FOR ARCHIVAL

This option marks Accounts Receivable bills that have been selected to be archived onto other media, then purged from the site's system. To be selectable, the bill's date of last activity must occur within a specified time frame. The property that distinguishes that the bills have been marked is a status change to Pending Archive. See the Archive section in the Technical Manual for the archival procedure.

The initial prompts include a beginning and ending date which allows you to "filter out" the bills that should remain on your database. A stipulation on the ending date is that it's value cannot occur after the previous Fiscal Year of the current Fiscal Year. For example,



Prepare to Archive in July, 1994. The current Fiscal Year is 1994, and its previous Fiscal Year is 1993. You can only archive data that had activity previous to this Fiscal Year, 1993, which is Oct. 1992.

This option is used to select all bills and their associated transactions that have had no activity for a long period of time, preparing them for archival. After selecting these bills, a mailman message/report will be generated containing a summary of the bills that have been selected for archival.

Have your IRM review this mail message to determine if your system contains enough disk space to support a temporary "swap" file that would hold the marked records. If there is not enough disk space, you will have to de-select some records until your disk contains enough space to support a swap file. If you have little room left on your disk (hence the reason to archive), it is recommended that you archive a few bills at a time. See the Unmark Records Marked For Archival option.

## DETAILED REPORT OF PENDING ARCHIVE RECORDS

This option prints a detailed listing of all bills that have been marked for archive; i.e. bills with a status of Pending Archive. The report contains the bill numbers and their respective debtor, category, old status, balance, and date of last activity.

Supervisors should use this report to determine those veterans' bills that should not be archived and purged from the system. These include bills that may continue activity in the future. One example is Reimbursable Health Insurance bills which may be in litigation for long periods of time and could be recalled.

After determining particular bills that should not be archived (i.e. kept on the system) or there is not enough disk space, unmark appropriate bills to ensure they do not get archived or there is enough disk space to hold converted data. See the Unmark Records Marked For Archival option.

Status: PENDING ARCHIVE 11-NOV-93 9:35 AM PAGE 1

Bill No.	Debtor	Cat.	Old Bill Status	Balance	Last Date Activity
503-000000	SMITH, JOHN		ARCHIVED	0.00	SEP 22,1994
503-K10011	NIMBLE, JACK		ARCHIVED	0.00	SEP 22,1994
503-K00023	JONES, RALPH		ARCHIVED	0.00	SEP 22,1994
503-K00024	SMITH, KATE		ARCHIVED	0.00	SEP 22,1994
503-K00025	UNKNOWN		ARCHIVED	0.00	SEP 22,1994
503-K20001	MATTHEWS, LISA		ARCHIVED	0.00	SEP 22,1994
503-K10018	METZGAR, JAMES		ARCHIVED	0.00	SEP 22,1994
503-K10021	TEXUM, TYLER		ARCHIVED	0.00	SEP 22,1994
503-K10025	SMITH, MARK		ARCHIVED	0.00	SEP 22,1994
503-K00042	LOWE, KAREN		ARCHIVED	0.00	SEP 22,1994
503-K10035	BENSON, JIM		ARCHIVED	0.00	SEP 22,1994

11 Bills marked Pending Archive

## UNMARK RECORDS MARKED FOR ARCHIVAL

This option "de-selects" a particular bill that is pending archival. Valid bills to unmark include only bills that have already been marked for archival. See the Mark AR Records For Archival option.

After identifying bills to keep on your system, use this option to "unmark" them. This changes their status from Pending Archival to their previous status and ensures that they will not be archived then purged from the system.

## BUILD TEMPORARY ARCHIVE FILE

This option converts the "marked" bills to a special format and stores them in a temporary file. The temporary file, File 430.8, acts as holding place for the records before the records are moved to separate medium. After you are certain that you have selected the appropriate bills to archive, review the report of all marked bills to ensure you would have enough disk space to store this data. See the Detailed Report Of Pending Archive Records option.

Choose this option to convert those selected bills to an archivable format. That data is then copied to the temporary file. When successfully completed, the software sends a message to the individual who initiated this option informing them of the number of converted records to File 430.8. Using a global save command, this temporary file can then be copied to other media such as disk, paper, tape, or CD-ROM.

This option will abort its process and display an error message if there is already data residing in the temporary file. To avoid this, delete the file's data after you've archived and removed the data from your system. See the Mark AR Records For Archival option and the Purge Temporary Archive Storage File option.

---

NOTE: Neither this option, nor any other AR option, will actually archive data to a separate medium. This option only converts the data to a different format. IRM will be responsible for saving the temporary file to other media using a system utility such as global save or print.

---

## **REMOVE AR RECORDS FROM FILES**

This option searches for deleted records to be archived in File 430 and leave a stub record consisting of the archive date, bill number, and archive status. All corresponding transactions are deleted from File 433. After the job completes, File 430.8 is deleted. This means all profiles of archived bills will only display the bill number, status, and the archive date.

Use this option after you've copied the temporary file to the "archive" medium and you are certain that the archived data is no longer needed. Once this option processes, you will only be able to view the data on the medium to which it was archived. The software generates a mail message stating that the software has completed the procedure.

## **PURGE TEMPORARY ARCHIVE STORAGE FILE**

This option clears the contents of the temporary archive file, 430.8. File 430.8 must be empty before new archivable data records can be converted and stored in it. See the Build Temporary Archive option.

Use this option when the archive job abnormally terminates or if you don't want to archive anything. This resets the file for future archives. For instance, suppose that you have built the temporary file, archived it, and have not yet removed the data records from the system. Then you determine you should start over, you must reset the temporary file by clearing its contents.



# Billing Menu

## NEW BILL (ENTER)

This option is used to create all bills except patient, reimbursable health insurance bills and pharmacy bills. Reimbursable Health Insurance and Pharmacy bills are created by the Integrated Billing (IB) software.

The questions and prompts that the computer displays vary depending on what type of bill you are creating.

A summary of the types of forms and their associated categories is shown by this illustration.

FORM	CATEGORY		
1080	Military		
1081	Federal Agencies - REFUND	Federal Agencies - REIMBURSABLE	
1114	Ex-Employee	Current Employee	Vendor

When a bill gets created using this option, the bill status changes from New Bill to Pending Approval. Next, the service who created the bill must audit and approve it; hence the status name, Pending Approval (See the Approve/Print Pending Bill option). Only when the bill has been approved by the service is it released to the Accounts Receivable section; specifically, the bill is sent to the AR Clerk for another audit. At this point, the bill status becomes Active and charges can now be applied to this bill.

```

Select Billing Option:  NEW Bill (Enter)
SITE: ALTOONA VAMC//  <ret>                PENNSYLVANIA                503
FORM TYPE:  ??
    This response indicates the type of form for the bill.
    (1080, 1081 or 1114).
    CHOOSE FROM:          1          1081
                        2          1080
                        3          1114
FORM TYPE:  3  1114
CATEGORY:  VENDOR
DATE BILL PREPARED: OCT 22,1994//  <ret>
VOUCHER NUMBER:  123
BILLING AGENCY:  <ret>
DEBTOR (PAYER):  SAM'S
    ARE YOU ADDING 'SAM'S' AS A NEW VENDOR (THE 35TH)?      Y  (YES)
    VENDOR NUMBER: 35//  <ret>
    ARE YOU ADDING 'SAM'S' AS A NEW AR DEBTOR?      Y  (YES)
  
```

## Billing Menu

```
Select DATE OF CHARGES:  T  OCT 22, 1994
DESCRIPTION OF CHARGES:
1>This is for documentation!!
2><ret>
EDIT Option: <ret>
QUANTITY (UNITS):  1
UNIT COST:  5
UNIT:  ea          EACH
TOTAL AMOUNT: 5// <ret>  (No Editing)
Select DATE OF CHARGES:  <ret>
Select FISCAL YEAR: 94// <ret>
FY ORIGINAL AMOUNT: 5// <ret>
APPROPRIATION SYMBOL: <ret>
Select FISCAL YEAR: <ret>
(No Street Address) Edit Debtor Address:? YES// <ret>  (YES)

Address Accounts Receivable will use:

    SAM'S
    Phone:

BILLING ADDRESS1:  111
BILLING ADDRESS2:  ONE WAY
BILLING ADDRESS3: <ret>
BILLING CITY:  ONE
BILLING STATE:  PENNSYLVANIA
BILLING ZIP CODE:  11111
BILLING PHONE NUMBER:  (111)111-1111
    Display/Print Bill:? YES// <ret>  (YES)
DEVICE: HOME// <ret>  VIRTUAL    RIGHT MARGIN: 80// <ret>

BILL #: 503-K20189      DATE: 10/22/93      TYPE: 1114
DEBTOR:                  BILLING AGENCY:

    SAM'S
    111
    ONE WAY
    ONE, PA 11111

APPROVING OFFICIAL:

    DATE          DESCRIPTION          QTY          COST          PER          AMOUNT
    -----
10/22/93          This is for documentation!!          1          5.0000          EA          5.00
```

**DISPLAY PENDING BILL**

This option displays a new bill with the status Pending Approval for purposes of review. The approving official of a new bill would use this option to review a bill before they approve it for release to the Accounts Receivable Section. If errors are found in the bill, use the Edit Bill option to correct them.

BILL #: 503-K20061		DATE: 2/18/93		TYPE: 1114	
DEBTOR:		BILLING AGENCY:			
DUPP, DONALD		JAMES E VAN ZANDT VAMC			
101 WALT ROAD		2907 PLEASANT VALLEY BLVD.			
ORLANDO, FL 3434		ALTOONA, PA 16602-4377			
CONTROL POINT:					
APPROVING OFFICIAL:					
DATE	DESCRIPTION	QTY	COST	PER	AMOUNT
-----					
2/18/93		2	10.0000	EA	20.00
	Testing Display Pending Bill Option				

**APPROVE/PRINT PENDING BILL**

This option allows an authorized individual to approve and print all new bills within their service and release them to the Accounts Receivable section; you will not be able to print 1114 bills. Once a new bill has been created using the New Bill (Enter) option, the bill will automatically be passed to the person within the service/section who is authorized to approve it and release it to Fiscal Service. This approving official will be reminded by the system when they logon to review the bill; if necessary, they may send the bill back to the billing clerk for further editing.

This option requires an Electronic Signature Code, which means only the holders of the PRCASVC security key will have access to this option. The computer uses the signature code to verify that you are authorized to approve bills and will show you only those bills that you are authorized to see. You will not be able to take action on any bill from any other service/section.

NOTE: Once a bill has been released to the AR Section, you will no longer have any access to it. If you discover that further corrections are required, the Accounts Receivable Section must return the bill to you. This action removes your electronic signature (and your authorization) and allows you to either cancel or amend the bill.

```

Select Billing Option:  APProve/Print Pending Bill
Enter Electronic Signature Code:  <electronic sig>    <Signature verified>

Select ACCOUNTS RECEIVABLE BILL NO.:  K20005  503-K20005      VENDOR
02-14-93    TEST,PATIENT    PENDING APPROVAL
  Review Bill? YES// <ret>    (YES)

BILL #: 503-K20005      DATE: 2/14/93      TYPE: 1114
DEBTOR:
TEST,PATIENT
P.O. BOX 123
ALTOONA, PA 16635

BILLING AGENCY:

APPROVING OFFICIAL:

  DATE      DESCRIPTION      QTY      COST      PER      AMOUNT
-----
2/14/93
10          2.0000          20.00

Approve this Bill? NO//  YES  (YES)
*** This bill has been released to the AR section ***

```

## EDIT BILL

This option allows information for a new or incomplete bill to be edited. This is the mechanism that allows correction of erroneous bills before they are released to Fiscal Service. If the bill has previously been approved and sent to Fiscal Service and returned, you cannot use this option to correct it; you must use the Amend Bill Returned from AR option. Entering the bill number invokes the system to display the current bill information and provides the opportunity to change it.

## CANCEL BILL

This option allows the cancellation of a new or incomplete bill that has not been approved. This is often used when an erroneous bill has been discovered and it would be more efficient to start over with a new one. At that point, cancel the erroneous bill and create a new one to replace it. However, you will not be able to cancel a bill once it has been approved and released to Fiscal. If this situation should occur, you should contact the Accounts Receivable Section and request that the bill be returned to you for cancellation.

```

Select Billing Option:  CANCEL Bill

Select ACCOUNTS RECEIVABLE BILL NO.:  K20006  503-K20006  VENDOR  02-14-93
NO DEBTOR NAME !      BILL INCOMPLETE
  Sure you want to cancel this Bill? NO//  YES  (YES)

```

## AMEND BILL RETURNED FROM AR

This is used to make changes to bills that have a Returned For Amendment status. It allows editing of bills that have been returned from Fiscal Service.

Once a bill is released to Fiscal Service, you will no longer have the ability to make changes to it unless it has been returned to you. Often times a bill is returned from Fiscal because it doesn't meet certain criteria. Use this option to correct the bill. You may not use the Edit Bill option on bills returned from AR because only the Amend Bill Returned From AR option leaves an audit trail.

BILL #: 503-K20084      DATE: 3/1/93      TYPE: 1114  
DEBTOR:      BILLING AGENCY:

NINE,PATIENT

APPROVING OFFICIAL: /ES/ NADINE Y. DOTY      DATE: 10/1/93

DATE	DESCRIPTION	QTY	COST	PER	AMOUNT
3/1/93	COMPUTER AIDED GRAPHIC DESIGN MONITOR BROKE WHILE USING FOR SPECIAL PROJECT FOR DEPARTMENT OF VETERANS AFFAIRS.	0.45	100.00		45.00
3/5/93		4.5000		EA	0.00

Now amending bill...

AMENDED DATE: OCT 22,1994// <ret>      (OCT 22, 1994)  
AMENDED AMOUNT: 4.50  
SERVICE COMMENTS (AMEND): <ret>

## BILL STATUS LISTING

This option lists all bills with a given status. This report will contain the bill's number, date, category, debtor, and balance. In addition, a summary will appear at the end of the report which will show the total number of bills with this status and the total balance of all bills with this status. To view this report, enter the status name at the system prompt.

Common statuses searched for by Billers are Pending Approval, Returned For Amendment, and Canceled Bill; however, billers have the ability to get any status listing that would fulfill their needs. The following table shows a list of all valid bill statuses.

Bill Statuses	
ACTIVE	OLD BILL
ADD (AMEND)	OPEN
AMEND	<b>PENDING APPROVAL</b>
AMENDED BILL	PENDING ARCHIVE
ARCHIVED	RE-ESTABLISH
BILL INCOMPLETE	REFUND REVIEW
CANCELLATION	REFUNDED
<b>CANCELED BILL</b>	<b>RETURNED FOR AMENDMENT</b>
COLLECTED/CLOSED	RETURNED FROM AR (NEW)
DELETE (AMEND)	SUSPENDED
IN-ACTIVE	SUSPENSE
INCOMPLETE	WRITE-OFF
NEW BILL	

Status: NEW BILL

Bill no.	Date Prepared	Category	Debtor	Balance
503-K20005	FEB 14,1994	VENDOR	TEST,PATIENT	20.00
503-K20158	SEP 1,1994	CURRENT EMP.	SCRUGGS,C.	150.00
503-K20172	SEP 10,1994	VENDOR	TEST,PATIENT	200.00

TOTAL: 370.00

COUNT: 3.00

MEAN: 123.33

\* -indicates that patient is deceased

## LIST ALL BILLS

This option lists all bills within a given range. The report contains all pertinent information such as bill number, date, debtor, form type, status, original amount, and current balance.

This is often used to facilitate searching for an unknown bill number or debtor. It doesn't require you to go through every bill in your system, because all you need to know is a range where you think this unknown bill would appear.

BILL STATUS LIST FOR SERVICE				OCT 22,1994	22:26	PAGE 1
Bill #	Prepared	Debtor	Form Type	Status	Original Amount	Current Balance
503-K00016	12/10/92	NEWW,TEST	1081	ACTIVE	0	0.00
503-K00017	12/10/92	NEWER,TEST	1080	CANCELLED	0	0.00
503-K00018	12/14/92	NEWEST,TEST	1081	ACTIVE	0	20.00
503-K00031	12/16/92	NEWSS,TEST	1114	ACTIVE	5000	5074.68
503-K00033	11/16/92	SIX,PATIENT	1080	WRITE-OFF	180	210.00
503-K00037	12/17/92	NEWS,NES	1114	ACTIVE	20	302.34
503-K00041	12/28/92		1114	CANCELLED	0	0.00
503-K00043	01/03/93	DISTRICT,COUNSE	1114	ACTIVE	200	208.21
503-K00044	01/03/93	AUDIT,EXEMPT TE	1114	CANCELLED		0.00
503-K10001	08/12/92	FOUR,PATIENT	1114	CANCELLATI	8	0.00
503-K10002	08/12/92	FOUR,PATIENT	1114	PENDING	10	3.00
503-K10003	08/13/92	FOUR,PATIENT	1114	ACTIVE	40	40.00
503-K10004	08/13/92	FOUR,PATIENT	1080	SUSPENSE	400	400.00

```

503-K10006 08/17/92 FOUR-PATIENT 1001 PENDING 500 500.00

```

## VIEW A BILL

This option allows viewing of any bill and any activity or event that has happened to it. It is very similar to the Profile of Accounts Receivable, except this option appends a description of the charges to the end of the report. A printout of the bill can also be obtained by selecting the appropriate device.

This will most often be used to acquire any information about a debtor's bill, which is generally helpful for debtor inquiries.

```

AUG 26,1994 09:53 ACCOUNTS RECEIVABLE PROFILE
=====
=
NAME: DEPT OR DEFENSE          BILL #: 503-4K0005R
          , DC                PHONE NO.:

CURRENT STATUS: PENDING APPROVAL    CATEGORY: FEDERAL AGENCIES-REIMB.
                                     FUND (APPROPRIATION): 0160A1
                                     DATE BILL PREPARED: APR 29,1994

ORIGINAL AMOUNT: 1000.00

FISCAL YEAR    APPROP. CODE    PAT REFERENCE #    AMOUNT
-----
          94                                1000.00

          BALANCES    PAID
PRINCIPAL:      1000.00    0.00    LETTER1/ICD:
INTEREST:        0.00    0.00    LETTER2:
ADMINISTRATIVE:  0.00    0.00    LETTER3:
CURRENT:        1000.00    0.00    IRS LETTER:
                                     DC/DOJ REF.DATE:

TRANSACTIONS:
  5          RETURNED FOR AMENDMENT 04/29/94 1000.00

BILL RESULTING FROM: OVERPAYMENT

Date      Description      Quantity  Units  Cost    Total Cost
=====
=
04/29/94          0.00          0.0000    0.00

```

## Billing Menu



## Clerk's AR Menu

### Clerk's menu

Audit/Set Up a new Accounts Receivable...  
New Bill Forms Print...  
Profile of Accounts Receivable  
Update Accounts Receivable...  
Adjustment to Accounts Receivable...  
Report Menu for Accounts Receivable...  
Follow-Up Letter Menu...  
Establish/ Edit Old Bills...  
Transaction Profile  
Account Management...  
Agent Cashier...  
FMS Utilities Menu  
Forward IRS OFFSETs to Austin  
Refund Review and Approve

### AUDIT/SET UP A NEW ACCOUNTS RECEIVABLE

This menu contains options for auditing bills and establishing a new billing record in the Accounts Receivable file for an existing debtor. To add a new debtor, see the Set Up And Audit New Accounts Receivable option.

### Audit/Set Up a new accounts receivable menu

Audit an Electronic Bill  
Set Up and Audit New Accounts Receivable  
Amended Bill Audit  
Edit an Incomplete Accounts Receivable

### AUDIT AN ELECTRONIC BILL

This option displays a new bill for review, allows the auditor to approve it, and if approved, continues the bill through AR processing.

The option asks if you wish to "Loop" through all New Bills. This feature facilitates the clerk's job eliminating the need to determine the new bills and enter it in for auditing. The computer will then display the information it has stored for each bill. After reviewing and/or editing the bill, you will be prompted for your Electronic Signature Code. If your Electronic Signature Code is entered correctly, you will see a message informing you that an FMS document has been created and sent and you can proceed to audit other bills or return to your menu.

Select Audit/Set up a New Accounts Receivable Option:      **AUD**it an Electronic Bill

Do you want to loop thru 'NEW BILLS'? YES//  
SITE: ALTOONA VAMC//      PENNSYLVANIA      503  
=====

=  
BILL #:      503-K400058      CATEGORY:      VENDOR

DATE BILL PREPARED: MAY 26,1994

## Clerk's Menu

```

DEBTOR:  SAM'S SUPPLY STORE
          123 MAIN ST
          ALTOONA, PA  16602          PHONE NO.:(814) 944-0000

BILL RESULTING FROM: OVERPAYMENT

APPROVED IN MED BY : HELSMELL,CHRIS L.

Date      Description              Quantity  Units   Cost      Total Cost
=====
=
(Since this is an overpayment no data is necessary here.)
=====
=
          BILL # : 503-K400058          DEBTOR : SAM'S SUPPLY STORE

FISCAL YEAR      FUND (APPROPRIATION)      ORIGINAL AMOUNT
    94              0160A1              100.00
=====
=
                      ***  REFUND  ***

CONTROL POINT : 101

BUDGET OBJECT : 2699          COST CENTER : 870000
      SUB :                      SUB : 21
=====
=
                      ***  REIMBURSEMENT  ***

REVENUE SOURCE :                      SUB :

IS THIS DATA CORRECT? NO//  (NO)
Do you want to edit this information ? NO// Y  (YES)
Will this bill be a REFUND or REIMBURSEMENT? REFUND//

CONTROL POINT: 101//  102
SAT STATION:
COST CENTER: 870000//
BOC (SUB ACCOUNT): 2699//
BILL RESULTING FROM: OVERPAYMENT//

=====
=
BILL # :  503-K400058          CATEGORY:  VENDOR

DATE BILL PREPARED: MAY 26,1994

DEBTOR:  SAM'S SUPPLY STORE
          123 MAIN ST
          ALTOONA, PA  16602          PHONE NO.:(814) 944-0000

BILL RESULTING FROM: OVERPAYMENT

APPROVED IN MED BY : HELSEL,CHRIS L.

Date      Description              Quantity  Units   Cost      Total Cost
=====
=
=====
=
          BILL # : 503-K400058          DEBTOR : SAM'S SUPPLY STORE

```

```

FISCAL YEAR          FUND (APPROPRIATION)      ORIGINAL AMOUNT
   94                0160A1                    100.00
=====
=
                                *** REFUND ***

CONTROL POINT : 102
BUDGET OBJECT : 2699                      COST CENTER : 870000
      SUB :                               SUB : 21
=====
=
                                *** REIMBURSEMENT ***

REVENUE SOURCE :                               SUB :

IS THIS DATA CORRECT? NO// Y (YES)
Do you want to write any comments for this bill ? NO// (NO)
Enter Electronic Signature Code:    <Signature>
Building FMS Billing Document. Please hold...

FMS document, # 5208, built and queued for transmission.

*** AUDITED AND RELEASED ***

```

## SET UP AND AUDIT NEW ACCOUNTS RECEIVABLE

This option establishes debtor accounts for AR bills that must be loaded into the system manually. It primarily sets up accounts that have not already been established via the electronic Billing Module of Accounts Receivable. If the debtor already has an account, use the Audit an Electronic Bill option to activate any subsequent bills.

The paper bill you are working from should contain all of the information you need, facilitating data entry. Bills sent to you electronically already contain their account information, and you should use the option Audit an Electronic Bill to work with them. If you enter a number that has already been used, you will see a message telling you to choose another bill number.

If the bill you are working with has been sent to you electronically, you must use the Audit an Electronic Bill option to review it. If the bill has been entered into the system but is not complete, use the Edit an Incomplete Accounts Receivable option. If you are working with a Category C type transaction (Means Test), the computer will ask you for the type of care, debtor name, resulting from, date of charges, service, approving official, and finally, for any comments.

The debtor can be a patient, a vendor, an employee or ex-employee, another federal agency, or any other party responsible for paying the bill. When you make new entries, these entries must match entries in the other appropriate files. For example, patients you enter must exist in the Patient file,

and vendors you enter must exist in the Vendor file. You may add a new debtor, provided the category of the AR entered does not require a patient or Third Party type debtor. These types of debtors cannot be entered here; they can only be entered in the MAS software. However, if the category does not require a patient or Third Party type debtor (the other debtor types are means test patient, other-person, vendor, and institution), you may add a new debtor.

## AMENDED BILL AUDIT

This option displays an amended bill for auditing. This action requires an electronic signature to complete.

Once a bill has been returned to the billing service for amendment and is on a subsequent pass through the audit procedure, there are other actions that may need to be taken, depending on the nature of the amendment. Once the bill has been reactivated, the system reminds you of additional actions.

```

Select Audit/Set up a New Accounts Receivable Option:      AMENDED Bill Audit
Select ACCOUNTS RECEIVABLE BILL NO.:      K20177 503-K20177      MILITARY
09-27-93      SCRUGGS,COMPUTING      AMENDED BILL
=====
BILL NO.: 503-K20177      DEBTOR:      SCRUGGS,COMPUTING
ORIGINAL AMOUNT: $600      CATEGORY: MILITARY

    <<RETURNED>>
DATE: SEP 27,1994      BY: KENNEY,JIM
REASON:
    SHOULD BE 60 QUANTITY

    <<AMENDED>>
DATE: SEP 27,1994      AMENDED BY: KENNEY,JIM
AMENDED AMOUNT: $20
COMMENTS:
    ADDED ADDITIONAL $20
=====
Is this correct ? NO// <ret>      (NO)
Do you want to return this bill to the service again ? NO//      YES (YES)
Are you sure you want to return this bill to the Service ? NO//      Y (YES)
DATE RETURNED TO SERVICE: SEP 27,1994//      <ret>
FISCAL COMMENTS (RETURN):      SHOULD BE 60 QUANTITY

```

## EDIT AN INCOMPLETE ACCOUNTS RECEIVABLE

This option is used to edit Accounts Receivables that are in a status of Incomplete. The information displayed by this option depends on the category that has been assigned to the incomplete bill.

When you are satisfied that everything is correct, enter your signature code. It is important to emphasize the fact that you

should be sure the entries are correct before you attach your electronic signature. To allow you to correct any errors discovered after using this option, the AR Supervisor must return the bill to you. Even if the bill is canceled, it must be re-entered with a new bill number since the system stores the complete bill history along with its number.

```
Select ACCOUNTS RECEIVABLE BILL NO.:      503-K400025  VENDOR      05-18-94
SAM'S SUPPLY STORE      INCOMPLETE  $1.00
```

```
CATEGORY: VENDOR//
DEBTOR: SAM'S SUPPLY STORE//
BILL RESULTING FROM: OVERPAYMENT//
DATE BILL PREPARED: MAY 18,1994//
SERVICE: MEDICAL SERVICE//
APPROVING OFFICIAL (SERVICE): HELSEL,CHRIS L.//
BILL TYPE: REIMBURSEMENT//
FUND: 2431      1994      1994
SAT STATION: 12
Do you want to write any comments for this bill ? NO// (NO)
```

```
=====
BILL #: 503-K400025      CATEGORY: VENDOR
```

```
DATE BILL PREPARED: MAY 18,1994
```

```
DEBTOR: SAM'S SUPPLY STORE
        123 MAIN ST
        ALTOONA, PA 16602      PHONE NO.:(814) 944-0000
```

```
BILL RESULTING FROM: OVERPAYMENT
APPROVED IN MED BY : HELSEL,CHRIS L.
```

```
Date      Description      Quantity  Units  Cost      Total Cost
=====
```

```
=
        BILL # : 503-K400025      DEBTOR : SAM'S SUPPLY STORE
```

```
FISCAL YEAR      FUND (APPROPRIATION)      ORIGINAL AMOUNT
    94              2431              200.00
```

```
=====
=
*** REFUND ***
```

```
CONTROL POINT :
BUDGET OBJECT :      COST CENTER :
        SUB :      SUB :
```

```
=====
=
*** REIMBURSEMENT ***
```

```
REVENUE SOURCE :ARRV      SUB :
```

```
IS THIS DATA CORRECT? NO// y (YES)
Enter Electronic Signature Code:      <Signature verified>
Building FMS Billing Document. Please hold...
FMS document, # 31, built and queued for transmission.
```

## NEW BILL FORMS PRINT

This menu contains options necessary for printing a copy of bill forms.

New Bill  
for ms print  
menu

Other Bill Form Print  
Reprint 'Other' Bill

### OTHER BILL FORM PRINT

This option will print all the other bill forms which include the 1080 and 1081 bills. This option is for use with new bills only.

### RE-PRINT 'OTHER' BILL

Use this option to print a second, or subsequent, copy of the 1080 and 1081 forms.

### PROFILE OF ACCOUNTS RECEIVABLE

This option prints a report about activities and events that have occurred against any account. You may view these accounts by entering the debtor name, bill number, or PAT number. If the debtor is a patient, you may enter the social security number. Use this option to obtain information for veteran or third party inquiries. Also, it can be used to accumulate information for submitting delinquent debts to District Counsel.

```

OCT 22,1994  16:11 ACCOUNTS RECEIVABLE PROFILE
=====
NAME: DUPP,DONALD          BILL #: 503-AA0014
101 WALT ROAD              SOC.SEC.NO.: 001-43-4433
ORLANDO, FL 43434          DATE OF BIRTH: 03-04-34
PHONE NO.:                 DATE POSTED: AUG 31,1992 17:45:58

CURRENT STATUS: COLLECTED/CLOSED    CATEGORY: RX CO-PAYMENT/NSC VET
GL #:                               DATE BILL PREPARED: AUG 31,1992

INTEREST EFFECTIVE RATE DATE: JUL 1,1991    ANNUAL INTEREST RATE: .085
ADMIN EFFECTIVE RATE DATE:   JUL 1,1991    MONTHLY ADMIN RATE: .91

ORIGINAL AMOUNT: 0.00

FISCAL YEAR    APPROP. CODE    PAT REFERENCE #    AMOUNT
-----
          92                                0.00

PRINCIPAL:                BALANCES    PAID    LETTER1/ICD:
INTEREST:                  0.00    54.50    LETTER2:
ADMINISTRATIVE:           0.00    0.00    LETTER3:
LETTER:                    0.00    0.00    IRS

CURRENT:                  0.00    54.50    DC/DOJ REF.DATE:
TRANSACTIONS:
  62      1    INCREASE ADJUSTMENT    08/31/92    50.00
  63      2    INCREASE ADJUSTMENT    08/26/92    4.50
  79      B2222222    PAYMENT (IN PART)    08/31/92    2.00
  80      B2222222    PAYMENT (IN PART)    08/31/92    5.00

```

86	B3333333	PAYMENT (IN FULL)	09/03/92	47.00
----	----------	-------------------	----------	-------

BILL RESULTING FROM: UNEARNED MD/DD BONUS

Statement date: NOV 8,1994

## OTHER BILLS:

503-AB0004 (PREP/REFU)	503-AA0015 (RX C/COLL)	503-AB0020 (PREP/CANC)
503-AB0029 (PREP/REFU)	503-AB0049 (PREP/REFU)	503-K20061 (VEND/PEND)
503-K20072 (CURR/BILL)	503-K20131 (RX C/COLL)	503-K20136 (EX-E/PEND)
503-K20188 (RX C/OPEN)		

**UPDATE ACCOUNTS RECEIVABLE**

This menu contains options necessary to record new activity against a particular account.

**LOCATE DEBTOR ADDRESS**

This option documents actions that fiscal personnel have taken to locate a debtor's address. Use this for proof of your attempts to collect debts from debtors who have no address.

update  
accounts receivable  
menu

Locate Debtor Address  
DC/DOJ Action Menu...  
Repayment Plan Menu...  
Add an Administrative Cost  
3rd Party Information Data Edit  
Update 'Bill Resulting From' Data  
COWC Referral

BILL NO.: 503-K10092	DEBTOR: FIVE, PATIENT
----------------------	-----------------------

=====

ABLE TO PAY: YES	ABLE TO LOCATE: NO	DMV LOCA. CHECK:
POSTAL LOC. DATE SENT: OCT 13,1994	POSTAL LOC. DATE REC'D: OCT 16,1994	
IRS ABLE TO LOCATE: YES	IRS LOC. DATE SENT: DEC 27,1992	
IRS LOC. DATE REC'D: APR 6,1994	CREDIT REP. ABLE TO PAY: NO	
CREDIT REPT. DATE SENT: SEP 23,1994	CREDIT REP. DATE REC'D: OCT 8,1994	
PATIENT FOLDER REVIEWED: YES	DATE FOLDER REVIEWED: OCT 22,1994	

=====

LETTER1:	LETTER2:	LETTER3:
----------	----------	----------

=====

ABLE TO PAY: YES// <ret>  
 ABLE TO LOCATE: NO// <ret>  
 DMV LOCATION CHECK: <ret>  
 POSTAL LOC. DATE SENT: OCT 13,1994// <ret>  
 POSTAL LOC. DATE RECEIVED: OCT 16,1994// <ret>  
 IRS ABLE TO LOCATE: YES// <ret>  
 IRS LOC. DATE SENT: DEC 27,1992// <ret>  
 IRS LOC. DATE RECEIVED: APR 6,1994// <ret>  
 CREDIT REP. ABLE TO PAY: NO// <ret>  
 CREDIT REPT. DATE SENT: SEP 23,1994// <ret>  
 CREDIT REP. DATE RECEIVED: OCT 8,1994// <ret>  
 PATIENT FOLDER REVIEWED: YES// <ret>  
 DATE FOLDER REVIEWED: OCT 22,1994// <ret>

**DC/DOJ ACTION MENU**

This menu contains options necessary to control account activities that deal with the District Counsel or the Department of Justice.

dc/doj action  
menu

Refer to DC/DOJ  
Returned by DC/DOJ  
Re-Refer to DC/DOJ  
Debit Voucher (SF 5515)  
Waived by DC/DOJ  
Terminated by DC/DOJ  
Compromised by DC/DOJ

**REFER TO DC/DOJ**

Use this option if a determination has been made that an active account must be referred for collection to government authorities. The system uses the principal balance of the account to determine which type of referral has been made. The defaults are set so that balances between \$600 and \$1200 will be recorded as having been referred to the District Counsel. Accounts over \$1200 will be recorded as having been referred to the Department of Justice. The minimum/maximum referral amounts vary depending on which District Counsel office you work with. Check these defaults; your supervisor can change the amounts as required.

This option does not automatically pass information to the District Counsel or the Department of Justice. You are just recording account activity in the AR system.

```
Select DC/DOJ Action Menu Option:  REFER to DC/DOJ
Select ACCOUNTS RECEIVABLE BILL NO.:  AA0003  503-AA0003  C (MEANS TEST)
08-12-92  TWO,PATIENT  ACTIVE  $500.00
```

```
IF THE PRINCIPAL BALANCE IS BETWEEN $200 AND $99999 THE REFERRAL WILL BE
TO DC.
IF THE PRINCIPAL BALANCE IS GREATER THAN $99999 THE REFERRAL WILL BE TO
DOJ.
```

```
REFERRAL DATE:  T  (OCT 23, 1994)
PRINCIPAL BALANCE: 499.09// <ret>
INTEREST BALANCE: <ret>
ADMIN. BALANCE: .91// <ret>
MARSHAL FEE: 0// <ret>
COURT COST: 0// <ret>
```

```
=====
BILL #: 503-AA0003                      DATE: 10/23/93
TRANSACTION TYPE: REFER TO DC          TOTAL AMOUNT: 500.00
PRIN.BAL.    INT.BAL.    ADMIN.BAL.    MARSHAL FEE    COURT COST
499.09       0.00       0.91         0.00         0.00
=====
IS THIS CORRECT ? NO//  Y  (YES)
```

**RETURNED BY DC/DOJ**

This option reinstates an active account that was referred to District Counsel or Department of Justice. It records the date



returned by DC/DOJ for the account that was referred. This option should be used for recording accounts that are returned by DC/DOJ because the debt has been cleared as a result of corrective award action, or accounts that are returned and will be cleared by appropriate write-off because of death, bankruptcy, etc.

```

Select DC/DOJ Action Menu Option:   RETURNED by DC/DOJ
Select ACCOUNTS RECEIVABLE BILL NO.:   AA0003   503-AA0003   C (MEANS TEST)
08-12-92   TWO,PATIENT   ACTIVE   $500.00

DATE RETURNED:   T   (OCT 23, 1994)
PRIN. BAL. RETURNED:   499.09
INT. BAL. RETURNED:   <ret>
ADMIN. BAL. RETURNED:   .91
MARSHAL FEE RETURNED:   <ret>
COURT COST RETURNED:   <ret>
=====
BILL #: 503-AA0003                               DATE: 10/23/93
TRANSACTION TYPE: RETURNED BY DC/DOJ             TOTAL AMOUNT: 500.00
PRIN.BAL.   INT.BAL.   ADMIN.BAL.   MARSHAL FEE   COURT COST
499..09      0.00      0.91      0.00      0.00
=====
IS THIS CORRECT ? NO//   Y   (YES)

```

## RE-REFER TO DC/DOJ

If it becomes necessary to refer an account to the District Counsel or the Department of Justice more than once, use this option to record that fact.

## DEBIT VOUCHER (SF 5515)

This option makes a record of the Standard Form 5515 debit vouchers. Enter the information from the voucher. Use this option to apply a debit voucher transaction from the District Counsel or the Department of Justice.

## WAIVED BY DC/DOJ

This option records accounts that are waived in full as a result of a District Counsel or Department of Justice ruling. It maintains records of those accounts that have been waived. This information is used for the Debt Collection Reports. Use your source document to enter the data as requested. It changes the status of the account to Write-Off. If you have a case where the District Counsel or the Department of Justice has waived a portion of an account, see the Waive An Accounts Receivable option.

```

Select DC/DOJ Action Menu Option:    WAIVED by DC/DOJ

Select ACCOUNTS RECEIVABLE BILL NO.:    AA0003  503-AA0003    C (MEANS TEST)
08-12-92    TWO,PATIENT    ACTIVE    $500.00
Are you sure you want to record this as a Waiver ? NO//    Y  (YES)
WAIVED DATE:    T  (OCT 23, 1994)
COMMENTS:
1>DC wouldn't let us have the money!!

```

## TERMINATED BY DC/DOJ

This option records those accounts that have been terminated by the District Counsel or the Department of Justice.

The data collected under this option is used for the Debt Collection Reports. Selecting this option changes the status of the account to Write-Off.

```

Select DC/DOJ Action Menu Option:    TERMINATED by DC/DOJ

Select ACCOUNTS RECEIVABLE BILL NO.:    K10092  503-K10092    TORT FEASOR
10-12-92    FIVE,PATIENT    ACTIVE    $2000.00
Are you sure you want to record this as a Termination ? NO//    Y  (YES)
TERMINATION DATE:    T  (OCT 23, 1994)
TERMINATION REASON:    WAIVED
COMMENTS:
1>They said we couldn't get the money!!
2><ret>

```

## COMPROMISED BY DC/DOJ

This option records those accounts that have been compromised by the District Counsel or the Department of Justice. The data collected under this option is used for the Debt Collection Report. The account's status changes to Write-Off.

```

Select DC/DOJ Action Menu Option:    COMPROMISED by DC/DOJ
Select ACCOUNTS RECEIVABLE BILL NO.:    K10091  503-K10091    TORT FEASOR
10-13-92    FIVE,PATIENT    ACTIVE    $1000.00
Are you sure you want to record this as a Compromise? NO//    Y  (YES)
TERMINATION DATE:    T  (OCT 23, 1994)
TERMINATION REASON:    COMPROMISED
COMMENTS:
1>Documentation Purposes!

```

## REPAYMENT PLAN MENU

This menu contains options necessary to establish and manage repayment plans.

If the debt owed to VA is large enough to create a substantial financial burden, the debtor may request that they repay it in installments. It is also likely that an installment plan is the agreed upon settlement resulting from negotiations with the District Counsel or the Department of Justice. In either case, the set of options gives the AR clerk the tools to set up and keep track of repayment plans. They establish the plans, print statements, and apply interest charges. Payments under these plans are processed by the Agent Cashier payment entry options, but the statements are printed using this menu.

repayment plan  
menu

Set Up a Repayment Plan  
Profile of Repayment Plan  
Print a Payment Statement  
Reprint a Payment Statement

## SET UP A REPAYMENT PLAN

This option establishes a repayment plan for an individual bill.

---

**NOTE:** If an account has multiple bills to be repaid, use this option for each bill.

---

Before you set up a plan you will need to know the date the plan was established, the day of the month the payments will be due, and the agreed upon amount of each payment. If an account has multiple bills that are to be repaid, each bill must have its own repayment plan. This is necessary because each bill has its own Interest Computation Date (ICD). A debtor may make lump sum payments for all plans in the account. It is the user's responsibility to ensure that the correct credits are posted to the individual bills.

Existing administrative costs are included in the principal balance at the time a plan is set up. Interest also carries over into the plan. Additional administrative costs can be added at any time using the Add an Administrative Cost option. There is no automatic notification if a debtor's payments become delinquent. In some cases a delinquent payment means that interest must be added to the plan. See the Charge Int/Admin option.

---

```

Select Repayment Plan Menu Option:   SET Up Repayment Plan
Select ACCOUNTS RECEIVABLE BILL NO.: K10091  503-K10091  10-13-92
FIVE,PATIENT      ACTIVE  $1000.00

REPAYMENT PLAN DATE:   T   (OCT 23, 1994)
DAY OF MON. PAYMENT DUE:  15

REPAYMENT AMOUNT DUE:  100
  
```

---

NUMBER OF PAYMENTS WILL BE 10  
 DUE DATE OF 1ST PAYMENT: **NOV 15** (NOV 15, 1994)  
 .....PLEASE HOLD ON.....  
 THE REPAYMENT PLAN HAS BEEN ESTABLISHED.

## PROFILE OF REPAYMENT PLAN

This option displays an overview of account activity under a repayment plan. Use this option to keep track of the payments for debtors who have a repayment plan set up. The report lists the monthly payment due dates, whether or not the payment was received, whether or not a statement was sent to the debtor, and the date the statement was mailed.

BILL NO.: 503-K10091                      DEBTOR: FIVE,PATIENT  
 CURRENT BALANCE: 1000.00              REPAYMENT AMOUNT: 100.00

### REPAYMENT SCHEDULE

DUE DATE	PAYMENT RECEIVED	SEND PAYMENT STATEMENT	DATE SENT PAYMENT STATEMENT
NOV 15,1994	NO		
DEC 15,1994	NO		
JAN 15,1994	NO		
FEB 15,1994	NO		
MAR 15,1994	NO		
APR 15,1994	NO		
MAY 15,1994	NO		
JUN 15,1994	NO		
JUL 15,1994	NO		
AUG 15,1994	NO		

## PRINT A PAYMENT STATEMENT

This option prints the repayment plan statements allowing you to match them with the payment receipts and mail them to the customer.

When the debtor makes a payment, the Agent Cashier issues a numbered receipt and records it in the account record.

Repayment plans complicate the matter slightly because the clerk must use this separate option to print the required statement that is mailed to the debtor. One way to handle this extra piece of paper is to collect the debtor copies of the cashier receipts on a daily basis and use the Agent Cashier payment entry options to update the account records. You will not be able to print a statement until a payment has been recorded for the plan.

**NOTE:** The system assumes that printing a copy to your monitor is the same as printing a hard copy. This is considered

one copy; to print more than one copy of the payment, see the Reprint A Payment Statement option.

---

### **REPRINT A PAYMENT STATEMENT**

This option prints a second copy of a payment statement for a repayment plan. In order to reprint a statement, you must first identify the plan by entering the bill number. Then you need to enter the date the original statement was printed or displayed. The statement dates are shown by the Profile of Repayment option.

### **ADD AN ADMINISTRATIVE COST**

This option allows you to add to the outstanding balance of an account any administrative charges incurred during the debt collection process. The charges include:

- Internal Revenue Service locator charge
- Department of Motor Vehicles locator charge
- Marshal fees or Court Costs
- Credit report costs
- Consumer reporting agency costs

```

Select Update Accounts Receivable Option:      add an Administrative Cost
Select ACCOUNTS RECEIVABLE BILL NO.:      AA0008      503-AA0008      RX CO-
PAYMENT/NSC VET      08-18-92      SEVEN,PATIENT      ACTIVE      $80.99
ADMIN. COST CHARGE DATE:      T      (OCT 23, 1994)
IRS LOC.COST:      3.00
CREDIT REP.COST:      2.00
DMV LOC.COST:      1.00
CONSUMER REP.AGENCY COST:      5.00
MARSHAL FEE:      .50
COURT COST:      .50
=====
BILL NO.:      503-AA0008      TRANSACTION DATE:      OCT 23,1994
TYPE:      ADMIN.COST CHARGE      TOTAL TRANS. AMOUNT:      12.00
IRS LOC. COST:      3.00      CREDIT REP.COST:      2.00
DMV LOC.COST:      1.00      CONSUMER REP.AGENCY COST:      5.00
MARSHAL FEE:      0.50      COURT COST:      0.50
=====
Is this correct? NO//      Y      (YES)      *** DONE***

```

### 3RD PARTY INFORMATION DATA EDIT

This option is provided for editing the Third Party information that is stored along with the bill.

At the time that a bill is entered into the system, either directly by a Billing Clerk or indirectly by another module such as MAS, information about the bill is copied from other files and stored in the Accounts Receivable file. This copied information is used for billing purposes only and can be changed as circumstances require. The files of origin are never changed. Quite often, the AR Clerk will receive the most current information about insurance coverage and debtor's address during the debt collection process.

---

NOTE: Updating information here with the Edit Debtor's Address option does not alter the Patient file. You should notify MAS of important changes as they occur.

---

### UPDATE 'BILL RESULTING FROM' DATA

This option allows you to edit the "Bill Resulting From" data that appears on all bills.

The "Bill Resulting From" Data is a short phrase used on the follow-up letters to indicate the cause of the bill. If the bill was initially set up with erroneous information, this option gives you a chance to make a correction before the letters are mailed. If you learn, during the course of collecting the debt, that a change needs to be made you can use this option to make the correction and the Reprint The Follow-up Letters option to print new letters.

```

Select Update Accounts Receivable Option:      UPDATE 'Bill Resulting From'
Data

Select ACCOUNTS RECEIVABLE BILL NO.:      AA0008      503-AA0008      RX CO-
PAYMENT/NSC VET      08-18-92      SEVEN,PATIENT      ACTIVE      $92.99

BILL RESULTING FROM: PHARMACY CO-PAYMENT//      IMC      INPATIENT MEDICAL CARE
...OK? YES// <ret>      (YES)

```

## COWC REFERRAL

Occasionally you will need to refer a veteran patient's bill to the Department of Veterans Benefits Committee on Waivers and Compromises. This option lets you record the date of referral and the amount being referred.

**NOTE:** These options may be used to correct particular errors caused by incorrect posting of payments.

```

Select ACCOUNTS RECEIVABLE BILL NO.:      AA0008      503-AA0008      RX CO-
PAYMENT/NSC VET      08-18-92      SEVEN,PATIENT      ACTIVE      $92.99#
This account has already been referred to the COWC !

BILL #: AA0008      DATE REFERRED: 10/23/93      AMOUNT REFERRED: 10

REFERRAL DATE TO COWC: OCT 23,1994//      <ret>
REFERRED AMOUNT TO COWC: 10//      90

```

## ADJUSTMENTS TO ACCOUNTS RECEIVABLE

This menu contains options necessary for applying adjustments to an account. These options affect the principal balance of a bill due to administrative actions. Adjustment to an AR regular adjustment to a bill can decrease or increase the principal balance. Use other appropriate options to process payments and include administrative charges and interest.

adj ustments to  
accounts r eceivable  
menu

Adjustment to an AR Record...  
Waive an Accounts Receivable...  
Terminate an Accounts Receivable...  
Re-establish Bill  
Suspend an AR Bill

**ADJUSTMENT TO AN AR RECORD**

This menu contains options that adjust a debtor's account. These options affect the principal balance of a bill in response to administrative actions. This option is locked with the PRCADJ Security Key.

adjustment to  
an ar record  
menu

Decrease Adjustment  
Increase Adjustment

**DECREASE ADJUSTMENT**

This option applies a credit transaction to an active bill causing the balance of the bill (and account) to decrease.

Use this option to manually apply decrease transactions to an active bill. A good example of an administrative action that requires an adjustment is a case where MAS has found it necessary to cancel a bill generated by the AR Package. It will be necessary to make a decrease adjustment to the bill, reducing the balance due to zero. The status of the bill will then automatically change to either cancellation or collected/closed.

Situations sometimes arise where a small amount reflecting interest or administrative charges is all that remains of the debt. This occurs because interest and administrative charges are liquidated first, before the payment is applied to the principal balance. A payment of \$100 toward a debt of \$100 plus \$5 interest leaves a principal balance of \$5. Administrative action may be taken to decrease this small balance to zero.

When the balance of a bill is decreased to zero, the status will be automatically changed to either Cancellation or Collected/Closed. The following criteria determine the new status:

Status	Criteria
Collected/Closed	if the bill contains at least one payment transaction
Canceled	if the bill contains no payment transactions

---

**NOTE:** If the bill category is Reimbursable Health Insurance, you will be prompted to answer "Contractual Adjustment?: YES//". This decrease transaction will be flagged as Contractual Adjustment.

---



```

Select Adjustment to an AR record Option:      Decrease Adjustment
Select ACCOUNTS RECEIVABLE BILL NO.:      503-K400025      VENDOR      05-
18-94
  SAM'S SUPPLY STORE      ACTIVE      $200.00

*** Transaction #135 assigned ***

ADJUSTMENT DATE: t  (AUG 26, 1994)
ADJUSTMENT NUMBER: 1//
ADJUSTMENT AMOUNT: 12.00
COMMENTS:
  Edit? NO//
=====
=
BILL NO.:      503-K400025      ADJUSTMENT AMOUNT:      -12.00
ADJUSTMENT DATE:      AUG 26,1994      ADJUSTMENT NO.:      1

FISCAL YEAR      PAT REF NO.      ADJ.AMOUNT      PRIN.BAL.(ADJUSTED)
  94                      -12.00      188.00

Brief Comment:                      Follow-up Date:

Comments:
=====
=
Is this correct? NO// y  (YES)

Creating FMS Modified Billing Document...
Document #33 Created.

```

## INCREASE ADJUSTMENT

Use this option to apply a debit transaction to an active bill causing the balance of the bill (and account) to increase.

Use this option to manually apply increase transactions to an active bill. An example of this type of adjustment is a case where an increase in the cost of materials to perform a laboratory test needs to be passed on to the debtor. This is not adjusted automatically, so apply an increase adjustment.

```

Select Adjustment to an AR record Option:      INCREASE Adjustment
Select ACCOUNTS RECEIVABLE BILL NO.:      503-K400025      VENDOR      05-
18-94
  SAM'S SUPPLY STORE      ACTIVE      $188.00

*** Transaction #136 assigned ***

ADJUSTMENT DATE: t  (AUG 26, 1994)
ADJUSTMENT NUMBER: 2//
ADJUSTMENT AMOUNT: 10
COMMENTS:
  Edit? NO//
=====
=
BILL NO.:      503-K400025      ADJUSTMENT AMOUNT:      10.00
ADJUSTMENT DATE:      AUG 26,1994      ADJUSTMENT NO.:      2

FISCAL YEAR      PAT REF NO.      ADJ.AMOUNT      PRIN.BAL.(ADJUSTED)
  94                      10.00      198.00

```

Brief Comment:

Follow-up Date:

Comments:

=====

=Is this correct? NO// Y (YES)

Creating FMS Modified Billing Document...

Document #34 Created.

**WAIVE AN ACCOUNTS RECEIVABLE**

This menu contains options necessary for recording a debt waiver. All waivers are at the discretion of the Fiscal Officer. The waived bills will still be kept on file for six years with a status of Write-Off. These options refer to actions taken by the Fiscal Officer. To handle actions taken by District Counsel or Department of Justice, see the DC/DOJ Action menu.

waive an  
account s r eceivabl e  
menu

Partial Waiver  
Full Waiver

**PARTIAL WAIVER**

This option applies a credit transaction to an active bill decreasing the balance by a partial amount. Waivers are logged and tracked within the AR system for the management. This type of transaction can occur at any time during the debt collection cycle. After the amount being waived is entered, the system gives you the opportunity to verify it before proceeding.

Select Waive an Accounts Receivable Option: **PARTIAL Waiver**  
 Select ACCOUNTS RECEIVABLE BILL NO.: **AA0067** 503-AA0067 RX CO-  
 PAYMENT/SC VET 05-28-93 SIX,PATIENT ACTIVE \$5.69

WAIVED IN PART DATE: **T** (OCT 23, 1994)WAIVED AMOUNT: **1.00**

=====

BILL NO.: 503-AA0067 WAIVED AMOUNT: 1.00

WAIVED DATE: OCT 23,1994

FISCAL YEAR	PAT REF NO.	WAIVED AMOUNT	PRIN.BAL..(WAIVED)
93		1.00	0.66

=====

Is this correct? NO// **Y** (YES)

## FULL WAIVER

This option applies a credit transaction to an account decreasing the balance by the full amount. Waivers are logged and tracked within the AR system for the management.

A Full Waiver makes the bill inactive with a status of Write-off. In the unlikely event that a bill is waived in error, the supervisor will have to take action to re-establish it. You are asked if you are sure that this is the action you want to take, then you are asked for an optional comment.

```

Select Waive an Accounts Receivable Option:      FULL Waiver

Select ACCOUNTS RECEIVABLE BILL NO.:           503-AA0067      RX CO-PAYMENT/SC
VETb  05-28-93      SIX,PATIENT      ACTIVE  $4.69

Are you sure you want to record this as a Waiver ? NO//      Y  (YES)
WAIVED DATE:  T  (OCT 23, 1994)
COMMENTS:
  1>Couldn't pay this.
  2><ret>
EDIT Option: <ret>

```

## TERMINATE AN ACCOUNTS RECEIVABLE

This menu contains options necessary to stop the debt collection regardless of whether the debt has been paid.

terminate an accounts receivable menu  Fiscal Officer Terminated Compromise Termination
--

NOTE: A bill that has been waived in full may still require a termination action.

## FISCAL OFFICER TERMINATED

This option terminates an entire bill for no further collection. Choosing this option to terminate a bill changes the bill's status to Write-Off.

This decision is made by the Fiscal Officer. If an entire account is being terminated, each bill must be processed individually. Double question marks will give you a list of the reasons for termination. A comment can be included to make the record more meaningful.

```

Select Terminate an Accounts Receivable Option:      fiscal Officer Terminated
Select ACCOUNTS RECEIVABLE BILL NO.:      AA0008 503-AA0008      RX CO-
PAYMENT/NSC VET      08-18-92      SEVEN,PATIENT      ACTIVE $87.99

Are you sure you want to record this as a Termination ? NO//      y (YES)
TERMINATION DATE:      t (OCT 23, 1994)
TERMINATION REASON:      WAIVED
COMMENTS:
1> CAN'T PAY!!
2> <ret>
EDIT Option: <ret>

```

## COMPROMISE TERMINATION

This option terminates a portion of an active bill for no further collection. Choosing this option to terminate an active bill changes the bill's status to Write-Off.

This decision is made by the Fiscal Officer. If an entire account is being terminated, each bill must be processed individually. A comment can be included to make the record more meaningful.

## RE-ESTABLISH A BILL

This option re-establishes an inactive bill changing its status back to Active. Valid bills to re-establish include bills with the following status:

- Suspended
- Cancellation
- Collected/Closed
- Write-Off

Options to apply this transaction to an account will prompt for a bill, an amount, and a comment. The amount prompt will only appear if the bill has no balance (\$0.00); however, if the bill had a previous balance, the system will automatically re-establish the bill for that amount. Finally, the comment will appear in the description column of the patient statement for the veteran to see.

For example, this supports documenting bankruptcy actions for veterans who have attempted to file bankruptcy. A "transaction" to re-establish an amount should be created, and a prompt for a comment about why this amount is being suspended. A comment like "Patient did not qualify for Bankruptcy" could be entered and would appear on the patient statement to describe why that amount was added to the statement balance.

```
Select Adjustment to Accounts Receivable Option:      RE-Establish Bill
SITE: ALTOONA VAMC//  <ret>                          PENNSYLVANIA          503
```

```
Select ACCOUNTS RECEIVABLE BILL NO.:      AA0045  503-AA0045          RX CO-
PAYMENT/NSC VET  01-27-93  KENNEY,JIM  SUSPENDED  $268.25
```

```
Are you sure you wish to re-establish this bill? NO//      Y  (YES)
```

```
COMMENTS:
```

```
503-AA0045 is in the ACTIVE status for $268.25
```

## SUSPEND A BILL

This option suspends a bill changing it's current status to Suspended. The amount to suspend is added to the account balance.

Options to apply this transaction to an account will prompt for a "comment". This comment will appear in the description column of the patient statement. For example, this supports documenting bankruptcy actions for those veterans who have filed bankruptcy. A transaction to suspend an amount would be chosen, and a prompt for a comment about why this amount is being suspended. A comment like "Claimed Bankruptcy" is entered and appears on the patient statement to describe why that amount was subtracted from the statement balance.

```
Select Adjustment to Accounts Receivable Option:      SUSPEND an AR bill
```

```
Select ACCOUNTS RECEIVABLE BILL NO.: AA0023  503-AA0023  C (MEANS TEST)
09-04-92  MOUSE,MICKEY  ACTIVE  $75.50
```

```
Are you sure you want to record this as a Suspension ? NO//      Y  (YES)
```

```
SUSPENDED DATE:  T  (OCT 23, 1994)
```

```
COMMENTS:
```

```
1>Suspending because we don't know if he really can claim bankruptcy
```

```
2>yet.
```

```
3><ret>
```

```
EDIT Option: <ret>
```

## REPORT MENU FOR ACCOUNTS RECEIVABLE

This menu contains report options for the Accounts Receivable Package. Reports formatted for 80 columns can be viewed on your CRT screen or sent to a printer. Reports designed for 132 columns should be printed. If you decide to send a report to a printer, you can queue the output; that is, you can release the report to the system which will send it to the printer along with other jobs in the queue.

### Report Menu for Accounts Receivable

```
Accounts Receivable Status Reports...
Delinquent AR Reports...
Management Reports...
Reconciliation Reports...
```

## ACCOUNTS RECEIVABLE STATUS REPORTS

This menu provides options to display bill listings by status, category, or referrals.

Accounts Receivable  
status reports  
menu

DC Pending Referral AR Listing  
DOJ Pending Referral AR Listing  
Category Listing for Bills  
Status Listing for Bills  
Refunds to be Approved by Certifying Official

### DC PENDING REFERRAL AR LISTING

This report displays a listing of bills that may need to be referred to the District Counsel for collection proceedings. Running this report on a weekly basis will alert you when bills have become past due.

### DOJ PENDING REFERRAL LISTING

This report shows a listing of bills that may need to be referred to the Department of Justice for collection proceedings. Running this report on a weekly basis alerts you when bills have become past due.

### CATEGORY LISTING FOR BILLS

This option displays a report of all bills within a given category. Valid categories include the following:

Require Code Sheets to become an ACTIVE bill	
Vendor	Tort Feasor
Military	Category C (Means Test)
Medicare	Emergency/Humanitarian
InterAgency	Crime of Personal Violence
Ex-Employee	Ineligible Hosp.
Current Employee	No-Fault Auto Accident
Sharing Agreements	Federal Agency-Refund
Rx Co-Payment	Federal Agency-Reimburse
Workman's Compensation	Reimbursable Health Insurance
Hospital Care Per Diem	Nursing Home Care Per Diem
RX Co-Payment (NSC)	RX Co-Payment (SC)

Select Accounts Receivable Status Reports Option: **CATEGORY Listing for Bills**

START WITH CATEGORY: FIRST// <ret>

START WITH CURRENT STATUS: FIRST// <ret>

DEVICE: <ret> VIRTUAL RIGHT MARGIN: 80// <ret>

AR CATEGORY/STATUS LIST

OCT 23,1994 11:10 PAGE 1

BILL NO.	DEBTOR	CAT.	STATUS	PRINCIPAL BALANCE	CURRENT BALANCE
10503-AA008	AUDIT,RXEMP	C	A	249.00	265.00
503-AA0001	TEST,PATIENT		PN	CC	0.00
0.00					
503-AA0003	TWO,PATIENT	C	WO	499.09	500.00
503-AA0006	THREE,PATIENT	PS	CC	0.00	0.00
503-AA0007	SIX,PATIENT	PN	OB	10.00	10.00
503-AA0008	SEVEN,PATIENT	PN	WO	75.99	87.99
503-AA0010	SEVEN,PATIENT	PS	CN	0.00	0.00
503-AA0011	SEVEN,PATIENT	PS	CC	20.00	20.00
503-AA0012	SEVEN,PATIENT	PS	CC	0.00	0.00
503-AA0014	DUPP,DONALD	PN	CC	0.00	0.00
503-AA0016	THREE,PATIENT	PN	A	50.00	50.00
TOTAL				904.58	932.99
COUNT				11	11
MEAN				60.27	62.20
MINIMUM				0.00	
MAXIMUM				499.09	
DEV.				137.68	

## STATUS LISTING FOR BILLS

This option lists all bills with a given status. This report will contain the bill's number, date, debtor, and balance. In addition, a summary will appear at the end of the report which will show the total number of bills with this status and the total balance of all bills with this status. To view this report, enter the status name at the system prompt

Select AR - Accounts Receivable Menu Option: **STATUS Listing For Bills**

List for STATUS: **OPEN**

DEVICE: HOME// <ret> VIRTUAL RIGHT MARGIN: 80// <ret>

Status: OPEN

Bill no.	Date Prepared	Category	Debtor	Balance
503-AA0054	NOV 1,1992	RX CO-PAYMENT/N	TREXLIAR,RANDY	8.00
503-K10044	JUL 14,1994	PREPAYMENT	TEST,PATIENT	7.00
503-K10056	OCT 1,1994	PREPAYMENT	NEWER,TEST	20.00
503-K20187	OCT 22,1994	RX CO-PAYMENT/S	*SEVEN,PATIENT	10.00
503-K20188	OCT 22,1994	RX CO-PAYMENT/N	DUPP,DONALD	2.00

TOTAL: 47.00

COUNT: 5.00

MEAN: 9.40

\* -indicates that patient is deceased

## REFUNDS TO BE APPROVED BY CERTIFYING OFFICIAL

This option allows the user to print all refunds which are pending approval by a certifying official. (See 'Refund Review and Approve for more information.)

## **DELINQUENT AR REPORTS**

This menu contains report options which display accounts that have been in debt for the number of days specified. Since the date range is built into the print specifications, these reports can be set up by the IRM/Site Management Office to run on a recurring basis.

### **Delinquent AR Reports menu**

31-90 Delinquent Accounts  
91-180 Days Delinquent Accounts  
181-365 Days Delinquent Accounts  
Over 365 Days Delinquent Accounts  
Print All Delinquent Accounts  
Report of AR by Last Activity Date

The reports show bills on an individual basis. An account can have multiple bills that are delinquent. Each one will show as a separate line entry. The column heading ICD refers to the Interest Computation Date for that bill. That is the date of the first follow-up letter.

## **31-90 DELINQUENT ACCOUNTS**

This option displays all delinquent bills that have been in debt anywhere between 31 and 90 days. Use this option to obtain debtors to follow-up for collection of these debts.

## **91-180 DAYS DELINQUENT ACCOUNTS**

This option displays all delinquent bills that have been in debt anywhere between 91 and 180 days. Use this option to obtain debtors to follow-up for collection of these debts.

## **181-365 DAYS DELINQUENT ACCOUNTS**

This option displays all delinquent bills that have been in debt anywhere between 181 and 365 days. Use this option to obtain debtors to follow-up for collection of these debts.

## **OVER 365 DAYS DELINQUENT ACCOUNTS**

This option displays all delinquent bills that have been in debt over 365 days. Use this option to obtain debtors to follow-up for collection of these debts.



## PRINT ALL DELINQUENT ACCOUNTS

This option displays all bills that are more than 30 days delinquent. Use this option to obtain debtors to follow-up for collection of these debts.

## REPORT OF AR BY LAST ACTIVITY DATE

This option displays a report of all bills that have had no activity before a given date. Typically, these are bills that have been unresolved. The "last activity date" is defined as the following:

- Last time a letter printed (LETTER1, LETTER2, LETTER3)
- Date bill was prepared
- Date status was last updated
- Date the last transaction was entered into the system or Transaction date

Report of AR Last Activity before 02/16/93				OCT 24,1994	22:12	PAGE 1
CURRENT		DEBTOR		CURRENT	DATE OF LAST	
BILL NO.	STATUS	DATE BILL PREPARED		BALANCE	ACTIVITY	
-----						
503-AA0079	ACTIVE	THREE,PATIENT		100.00	JAN 12,1994	
C (MEANS	TES	JAN 12,1994				
503-AA0080	ACTIVE	THREE,PATIENT		125.00	JAN 14,1994	
C (MEANS	TES	JAN 12,1994				
				-----		
SUBTOTAL				225		
SUBCOUNT				2		
SUBMEAN				112.50		

## MANAGEMENT REPORTS

This menu contains report options that allow management to get an overview of the debt collection system in its entirety.

### Management Reports Menu

3rd Party Accounts Report Print  
Admin/Interest Rates Print  
DC/DOJ Debt Collection Report...  
Co-Pay Waiver Report  
Contingent 3rd Party AR Report  
IRS Offset Report  
Medication Co-Pay Exemption  
Payments with Write-offs Report  
Revenue Code Totals by Rate Type  
Transaction History

### 3RD PARTY ACCOUNTS REPORT PRINT

This report displays all active bills containing third-party billing information that have been referred to the District Counsel or Department of Justice. Use this option to track delinquent third-party bills.

### ADMIN/INTEREST RATES PRINT

This option displays a historical report showing interest rates and administrative charges and the dates they became effective.

Accounts Receivable Interest/Admin/Penalty Rate Report				
OCT 24,1994 22:23 PAGE 1				
RATE EFFECTIVE DATE	ANNUAL INTEREST RATE	MONTHLY ADMIN CHARGE	ANNUAL PENALTY RATE	
-----				
SITE: ALTOONA VAMC				
JAN 1,1991	0.080	0.91		
JUL 1,1991	0.085	0.91		
JAN 1,1994	0.010	1.33	0.0800	
JAN 1,1994	0.095	1.00	0.0500	

### DC/DOJ DEBT COLLECTION REPORT

This option displays a report of District Counsel and Department of Justice Debt Collection information that must be manually transferred to the reporting forms. They are broken down by appropriation and transaction type and show outstanding balances for principal, interest, administrative costs, marshal fees, and court costs.

dc/doj debt  
collection report  
menu

DC Debt Collection Report  
DOJ Debt Collection Report

NOTE: In order for data to appear in the DC/DOJ Debt Collection Report, you must have recorded the referral via the Refer To DC/DOJ option.

## **DC DEBT COLLECTION REPORT**

This option displays a report of District Counsel information that must be manually transferred to the reporting forms. They are broken down by appropriation and transaction type and show outstanding balances for principal, interest, administrative costs, marshal fees, and court costs.

---

NOTE: In order for data to appear in the DC Debt Collection Report, you must have recorded the referral via the Refer To DC/DOJ option.

---

## **DOJ DEBT COLLECTION REPORT**

This option displays a report of Department of Justice Debt Collection information that must be manually transferred to the reporting forms. They are broken down by appropriation and transaction type and show outstanding balances for principal, interest, administrative costs, marshal fees, and court costs.

---

NOTE: In order for data to appear in the DOJ Debt Collection Report, you must have recorded the referral via the Refer To DC/DOJ option.

---

## **CO-PAY WAIVER REPORT**

This option allows the user to enter data for lines 9-20 of the co-pay waiver report. After the user accepts this data entry, a background job is queued to compile data for lines 1-8. After compilation of the data, the report is sent to G.PCWMCCR at FORUM (in string format). The report also is delivered to the senders "IN" box in a printed format.

## **CONTINGENT 3RD PARTY AR REPORT**

This option searches the records for any active tort feisor, or other Third Party bill that has been referred to the District Counsel or Department of Justice.

This is a search of the Accounts Receivable files, not the source files that were used to establish the debt record. Patient bills will only have the information that is passed to AR by the IB portion of the MAS package.

---

NOTE: The bills must have been recorded as referrals to the DC/DOJ for collection or follow-up action.

---

## IRS OFFSET REPORT

This report is run monthly and provides a snapshot of the current status of receivables referred to IRS for offset. It shows the number of IRS offset letters that were printed since the last IRS offset report and the total amount of debt corresponding to those letters, as well as the number and value of debts actually referred to the IRS, and the amount of collections on debts that have received IRS offset letters. A mail message is also sent to the user.

Subj: IRS OFFSET Report [#6123] 24 Oct 93 23:22 17 Lines  
From: AR Package in 'IN' basket. Page 1 \*\*NEW\*\*

A. Letters of Intent (LOI) issued (No.of bills/Value): 1 / 100.00

B. Referred to IRS:

	No.	Value
(1) Total:	0	0.00
(2) Principal:	0	0.00
(3) Interest:	0	0.00
(4) Admin. Costs:	0	0.00

C. Collections:

	No.	Value
(1) LOI - Paid in Full:	0	0.00
(2) LOI - Partial/Repay Agree:	1	13.01
(3) IRS OFFSET - Paid in Full:	0	0.00
(4) IRS OFFSET - Partial:	0	0.00

## MEDICATION CO-PAY EXEMPTION REPORT

This option displays a report of all reimbursed debtors who were exempt from the medication co-payment. The report displays the reimbursed patient, the bill number that contained an exempt co-payment, the exempt amount, and other pertinent information necessary to understand which co-payment was exempt. Use this option to understand the amount of co-payment exemptions for a given range.

\*\*\*\*\* MEDICATION CO-PAY EXEMPTION REPORT \*\*\*\*\*  
APR 27,1994-OCT 24,1994

PATIENT	ID	BILL NUMBER	TRAN. NUMBER	EXEMPTION TYPE	AMOUNT
*ONE,PATIENT	001-01-0001	503-AA0009	912	D	10.00
		503-K00030	913	D	204.50
		503-K10049	914	I	248.00
		503-K10050	915	I	248.00
		503-K10051	916	I	248.00
		503-K10052	917	I	248.00

					1206.00
SIX,PATIENT	607-04-0323P	503-AA0067	703	I	5.31
					-----
					5.31

\* -indicates patient is deceased

EXEMPTION TYPES AND TOTALS

D=DECREASE ADJUSTMENT	214.50
E=INTEREST/ADMIN EXEMPTION	0.00
I=INCREASE ADJUSTMENT FOR REFUND	997.31
	-----
	1211.31

## PAYMENTS WITH WRITE-OFFS REPORT

This option displays a list of patients who have bills in the Write-Off status, but who have resumed payment activity since those bills were written off.

Use this report to determine if bills in the Write-Off status should be made Active for collection purposes. Written-off bills are still collectible and follow-up action should be activated for these bills if the patient is making payments.

Payments Received for Patient Accounts with Written-off Bills      Page: 1  
From 07/16/93 thru 10/24/93      Date: 10/24/93

TWO,PATIENT (607-00-0019)  
     Bill # 503-AA0003   Amt: 500.00                      TERM.BY FIS.OFFICER  
     Trans #: 930   Date: 07/21/93                      Amt: 6.00        PAYMENT (IN PART)

SEVEN,PATIENT (607-05-2334)  
     Bill # 503-AA0008   Amt: 87.99                      TERM.BY FIS.OFFICER  
     Trans #: 1203   Date: 10/22/93                      Amt: 10.00        PAYMENT (IN PART)  
     Trans #: 1204   Date: 10/22/93                      Amt: 10.00        PAYMENT (IN PART)

MOUSE,MICKEY (234-43-4343)  
     Bill # 503-K00006   Amt: 2.00                      TERM.BY FIS.OFFICER  
     Bill # 503-AA0024   Amt: -17.00                      WAIVED IN FULL  
     Trans #: 1209   Date: 10/22/93                      Amt: 25.00        PAYMENT (IN PART)

## REVENUE CODE TOTALS BY RATE TYPE

This option prints the total amount billed by Revenue Code for a selected rate type and date range. The purpose of this report is to allow sites to calculate the total amount billed for \$5 (revenue code 550) and \$10 (revenue code 100) Means Test Per Diems.

## TRANSACTION HISTORY

This option will create a report that will list all transactions sorted by type of transaction, category of bill and date for the specified type of transaction, category of bill and date range.

This report may take a long time to compile- queue at a time when the printer is not busy...

## RECONCILIATION REPORTS

This menu contains report options used to reconcile service/section records with Accounts Receivable files. They are usually run on a monthly basis, but since they require the selection of a date range, they cannot be set to run on a recurring basis. They can, however, be manually queued to run at a specified time.

### Reconciliation Reports Menu

Date Sorted Payment Report  
MAS Reconciliation Report  
DC Referred Report Print  
DOJ Referred Report Print  
COWC Referred Report Print  
Payments Posted from Prepayment

## DATE SORTED PAYMENT REPORT

This option prints the Agent Cashier reconciliation report for a given period of time.

Use this report for a summary of payments sorted by bill number and category. The report also contains the payment receipt number, payment amount, and amount of payment that was applied towards interest and administration charges.

Date Sorted Payment Report (Summary)					OCT 24,1994	23:35	PAGE 1
	PAYMENT						
	AMOUNT	PRINCIPAL	INTEREST	ADMIN.			
-----							
CATEGORY: C (MEANS TEST)							
SUBTOTAL	135.50	118.50	5.50	11.50			
SUBCOUNT	14	14	14	14			
SUBMEAN	9.68	8.46	0.39	0.82			
CATEGORY: CURRENT EMP.							
SUBTOTAL	723.75	696.50	3.50	22.50			
SUBCOUNT	4	4	4	4			
SUBMEAN	180.94	174.13	0.88	5.63			
CATEGORY: EMERGENCY/HUMANITARIAN							
SUBTOTAL	122.00	122.00	0.00	0.00			
SUBCOUNT	5	5	5	5			
SUBMEAN	24.40	24.40					

**MAS RECONCILIATION REPORT**

This menu contains report options necessary for verifying which MAS bills have been properly transferred to the Accounts Receivable system.

mas reconciliation  
report menu

Third Party Completed  
Other Completed  
Incomplete

**THIRD PARTY COMPLETED**

This option prints the MAS reconciliation report for 3rd Party accounts within a given period of time. The bill number, date bill prepared, and original amount will be shown.

MAS RECONCILIATION REPORT			OCT 24,1994	23:37	PAGE 1
BILL NO.	DEBTOR	CAT.	DATE BILL PREPARED	ORIGINAL AMOUNT	STATUS
APPROVING OFFICIAL (SERVICE)					
503-K20144	KENNEY'S SHOP	F1	08/02/93	20.00	A
	KENNEY, JIM				
503-C20015	BLUE CROSS 030	RI	08/17/93	1000.00	CC
	BARRICK, DENISE				
TOTAL				1020.00	
COUNT				2	
MEAN				373.33	

**OTHER COMPLETED**

This option prints the bills accepted by Fiscal for the designated period. This prints only MAS bills.

MAS OTHER COMPLETED BILLS			OCT 24,1994	23:40	PAGE 1
BILL NO.	DEBTOR	CAT.	DATE BILL PREPARED	ORIGINAL AMOUNT	STATUS
APPROVING OFFICIAL (SERVICE)					
503-C20018	ONE, PATIENT	H	08/30/93	100.00	A
	BARRICK, DENISE				
503-C20019	ONE, PATIENT	C	09/29/93	0.00	A
	YACOBUCCI, ROBERT G.				
503-MAS005	TWO, PATIENT	CE	10/15/93	80.00	PC
	BARRICK, DENISE				
TOTAL				180.00	
COUNT				3	
MEAN				60.00	

**INCOMPLETE**

This option prints the bills with Bill Incomplete status generated by a service.

INCOMPLETE BILLS			OCT 24,1994	23:42	PAGE 1
BILL NO.	DEBTOR	CAT.	DATE BILL PREPARED	ORIGINAL AMOUNT	STATUS
APPROVING OFFICIAL (SERVICE)					
503-C20011		CE	07/21/93		BI
503-C20008	BLUE	V	07/21/93		BI
503-C20010	LASKDF	F2	07/21/93		BI
503-C20009	TREXLER,RANDY	M	07/21/93		BI
503-C20007	XXX BLUE CROSS	V	07/21/93		BI
503-MAS004					BI
TOTAL				0.00	
COUNT				0	

**DC REFERRED REPORT PRINT**

This report lists the Accounts Receivable for all accounts that have been referred to the District Counsel and have been correctly entered into the system.

**NOTE:** If a bill covers two (or more) appropriations, both are shown but only a single amount is displayed for the referral date.

ACCOUNTS RECEIVABLE REFERRED TO DC			OCT 24,1994	23:49	PAGE 1
BILL NO.	DEBTOR		REFERRAL DATE	REFERRAL AMOUNT	
APPROPRIATION SYMBOL					
10503-AA0081	AUDIT,RXEMP		OCT 14,1994	265.00	
503-K10092	FIVE,PATIENT		OCT 23,1994	1000.00	
36X0110					
503-K10091	FIVE,PATIENT		OCT 23,1994	1000.00	
36X5014					
503-AA0003	TWO,PATIENT		OCT 23,1994	500.00	
36X5014					
ACCOUNTS RECEIVABLE REFERRED TO DC			OCT 24,1994	23:49	PAGE 2
BILL NO.	DEBTOR		REFERRAL DATE	REFERRAL AMOUNT	
APPROPRIATION					



__SYMBOL__-----	
TOTAL	2765.00
COUNT	4
MEAN	691.25

### DOJ REFERRED REPORT PRINT

This report lists the bills for all accounts that have been referred to the Department of Justice. Similar to the DC Referred Report Print, this one reports the amount referred and appropriation for each bill.

### COWC REFERRED REPORT PRINT

This report lists the Accounts Receivable for all accounts that have been referred to the Department of Veterans Benefits Committee on Waivers and Compromise and are properly recorded in the AR files.

ACCOUNTS RECEIVABLE REFERRED TO COWC		OCT 24,1994 23:55	PAGE 1
		REFERRAL	REFERRED
		DATE TO	AMOUNT TO
		COWC	COWC
DEBTOR	BILL NO.		
AUDIT,RXEMP	10503-AA0081	OCT 14,1994	20.00
KENNEY'S SHOP	503-K20022	OCT 15,1994	40.00
SEVEN,PATIENT	503-AA0008	OCT 23,1994	90.00
TOTAL			150.00
COUNT			3
MEAN			50.00

### PAYMENTS POSTED FROM PREPAYMENT

This option lists, by date selected, the AR transactions that are decreased from prepayment bills, and their corresponding Accounts Receivable transactions that are either payments in full or payments in part. Two types of error messages will display based on the following conditions:

- If the corresponding transaction is not found;
- If the decrease transaction and the payment transaction do not balance.

Background Payment Posting from Prepayment Receivables Page 1 24-OCT-94						
Reporting period: SEP 4,1994 thru OCT 24,1994						
Tran.	Tran.	Tran.	Tran.	Corresponding	Patient	Bill
Date	No.	Type	Amount	Tran. No.	Name	No.
09/17/94	1127	DECREASE	\$10.00	1126	SIXTEEN,PATIENT503-K10055	
09/17/94	1126	PAYMNT (FULL)	\$10.00	1127	SIXTEEN,PATIENT503-AA0060	

09/17/94	1130	DECREASE	\$76.45	1129	SIXTEEN,PATIENT503-K10055
09/17/94	1129	PAYMNT (PART)	\$76.45	1130	SIXTEEN,PATIENT503-AA0060

\* - Include the payment amount on a 928.23

## FOLLOW-UP LETTER MENU

The Accounts Receivable Version 4.5 package has been designed to automatically produce demand letters for accounts at 30, 60, and 90 day intervals, provided there is an outstanding balance. An exception to this is an account where the debtor is an insurance company. In such a case, the industry standard waiting periods of 45 and 75 days will prevail. The system contains 28 different letters. Which letter is printed for a particular account depends on the category of the bill and the length of time that has elapsed since the Interest Computation Date (ICD) of the previous letter. Here is a listing that shows the abbreviated and full names of each letter.

### Follow-Up Letter menu

Hold Printing a Follow-up Letter  
Remove Hold on Follow-up Letter  
Print Statements/Letters by Date  
IRS Offset letter (Print/ Reprint)  
List of Accounts Receivable with Holds  
Reprint Patient Statements  
Reprint the Follow-up Letters  
Reprint UB Letters

Name	Description	Follow-up
CREDIT	Notice of Credit Balance	
FL 4-480	Ineligible Hospital	1FU
FL 4-481	Humanitarian	1FU
FL 4-482	Ineligible Hospital/Humanitarian	2FU
FL 4-483	All Debts \$25.00-\$599.99 (except Pharmacy/Mean Test)	3FU
FL 4-483a	Current Employee/Ex-employee/Vendor	2FU
FL 4-484	Ineligible Hospital/Humanitarian \$600.00-\$1199.00	3FU
FL 4-485	Emp/Ex-emp/Vendor >\$599.99, Inel/Hum. >\$1199.00	3FU
FL 4-513	Pharmacy and Means Test	1/2/3 FU
FL 4-520a	Current Employee	1FU
FL 4-520b	Ex-Employee	1FU
FL 4-520c	Current Employee - Prior 12/28/85	1FU
FL 4-520d	Ex-employee - Prior 12/28/85	1FU
FL 4-521	Vendor	1FU
FL 4-534	Ex-employee/Post Retirement	1FU
IRS OFFSET	IRS Offset Notice	

This manual uses the term Follow-up Letter to refer to any of these printouts, even though some of them are not complete letters by themselves. REM.SLIP, for instance, is the block of text that prints the remittance slip at the bottom of all the letters. Just keep in mind that a Follow-up letter is a document that the system prints automatically. Letters print any time from the 1st to the 28th of every month. They **do not** print between the 29th and 31st of any month.

## HOLD PRINTING A FOLLOW-UP LETTER

This option prevents the printing of follow-up letters for a given debtor.

For example, if an employee owes the medical center \$50.00 for meals, provided they have met with the Fiscal Officer and have made arrangements to repay the debt, a printed letter is not needed. See the Remove Hold On Follow-Up Letter option.

---

NOTE: This option does not hold the printing of bills or charges on the patient statement.

---

## REMOVE HOLD ON FOLLOW-UP LETTER

If you need to reinstate follow-up letters for a bill, this option allows you to remove the hold. See the Hold Printing A Follow-Up Letter option.

```

Select Follow-up Letter Menu Option:    REMOVE Hold on Follow-Up Letter
Select ACCOUNTS RECEIVABLE BILL NO.:   AA0043  503-AA0043
REIMBURS.HEALTH INS.      01-20-94    KENNEY,JIM  COLLECTED/CLOSED  $0.00

ARE YOU SURE YOU WANT TO REMOVE HOLD ON FOLLOW-UP FOR THIS ACCOUNT?NO//      Y
OK, THE HOLD HAS BEEN REMOVED !

```

## PRINT STATEMENTS/LETTERS BY DATE

This option prints the patient statement or follow-up letters for a given patient and a given date.

This is the same option that is set to run automatically, usually at night to print the letters for you. If for some reason the automatic job does not run, or does not run to completion, this option will print the letters while you wait.

---

CAUTION! This is a time consuming process. Your terminal will be tied up until this job finishes!

---

## IRS OFFSET LETTER (PRINT/REPRINT)

This option prints IRS offset demand letters for accounts that are eligible for referral to IRS. This option is set to run automatically eliminating the need for you to manually print them; however, it can be run more than once a year, for example at the beginning of September and at the end of September.

---

**NOTE:** This option can only be run from September 1st through September 20th of each year.

---

### LIST OF ACCOUNTS RECEIVABLE WITH HOLDS

This prints the list of follow-up letters that are currently prevented from printing. This list should be reviewed to determine if any debtors should receive follow-up letters. See the Remove Hold On Follow-Up Letter option.

LIST OF ACCOUNTS WITH HOLDS		OCT 25,1994 00:05	PAGE 1
BILL NO.	DEBTOR	HOLD LETTER DATE	HOLD LETTER REASON
-----			
503-K10003	FOUR,PATIENT	FEB 22,1994	
503-AA0043	KENNEY,JIM	JUN 15,1994	OTHERS
	Comments: THIS IS A HOLD		
503-AA0048	ALSKDF	SEP 7,1994	PERSONAL LETTER
	Comments: TEST		

### REPRINT PATIENT STATEMENTS

This option reprints Patient Statements allowing you to simulate printing on a specified date. Enter a patient range in print order to have only the statements in that sequence reprint or do not select a range to reprint all statements for the selected date.

### REPRINT THE FOLLOW-UP LETTERS

This option reprints Follow-up Letters allowing you to simulate printing on a specified date. This clears the letter dates and prints them again.

You may enter a range of bills to print (print order range) or have all the Follow-up Letters reprint for that date by not selecting a bill to start or end the sort.

### REPRINT UB LETTERS

This option reprints UB Letters allowing you to simulate printing on a specified date.

You may enter a range of bills to print (print order range) or have all the UB Letters reprint for that date by not selecting a bill to start or end the sort.

## ESTABLISH/EDIT OLD BILLS

This menu contains options necessary to establish or edit old bills. The process is called back-loading paper bills into the system- which are bills that have already been forwarded to the Accounting Technician.

Establish/Edit Old bills menu  Set Up Old Bills Edit Incomplete Old Bills
---

## SET UP OLD BILLS

This option establishes bills/accounts that have previously been tracked on paper. Use this option to simulate creation of Old Bills back before there was an AR software system; an example is a bill that has been levied on a current employee of the medical center for meals that were provided during the course of his duty.

The bill is automatically given the status Old Bill. The status should be changed to one that reflects the bill's current position in the billing cycle. If you leave the status as Old Bill, the system will ignore the receivable for collection/tracking purposes.

Before entering old bill data, the accrued interest and administrative charges are calculated by hand from the date the last letter was sent. The entry at the "Last Int/Admin Charge Date" prompt should show the same date as the date of the last letter. Interest and administrative charges are calculated approximately 30 days after the last action, when a new letter is sent.

Once you have verified the account information and entered your Electronic Signature Code, the bill will become active and the system will begin to generate the demand letters.

---

NOTE: Use this option to establish bills that must be loaded into the system manually.

---

## EDIT INCOMPLETE OLD BILLS

This option displays old bills for editing or complete data entry for an old bill that has been left incomplete. After you add any optional comments, the system will display a profile of the bill giving you an opportunity to correct account information. All transactions and bills will be listed for this debtor for verification. Enter your Electronic Signature to make the bill active.

## TRANSACTION PROFILE

This option prints all information associated with a single transaction. Use this option to display a summary of the bill number for the transaction, the transaction date, and the type of transaction. At the end of this list, enter the appropriate transaction number and all information for this transaction will be printed.

This option is often used in conjunction with the Profile of Accounts Receivable option. Transactions that appear on that profile are viewed using the Transaction Profile option.

---

**NOTE:** This option will not generate a listing for a new bill. New bills must be audited in order to see a profile.

---

```

Select Agent Cashier Option:  TRANSACTION Profile
ENTER AR TRANSACTION NO. OR BILL NO.:  503-AA0014  RX CO-PAYMENT/NSC VET
08-31-92  DUPP,DONALD  COLLECTED/CLOSED  $0.00
1      62      503-AA0014      08-31-92      INCREASE ADJUSTMENT
2      63      503-AA0014      08-26-92      INCREASE ADJUSTMENT
3      79      503-AA0014      08-31-92      PAYMENT (IN PART)
4      80      503-AA0014      08-31-92      PAYMENT (IN PART)
5      86      503-AA0014      09-03-92      PAYMENT (IN FULL)

```

CHOOSE 1-5: 1 62

Do you want to queue this output ? NO// <ret> (NO)

DEVICE: <ret> VIRTUAL RIGHT MARGIN: 80// <ret>

### TRANSACTION PROFILE

```

=====
ACCOUNT: DUPP,DONALD      SSN: 001434433
TRANS. NO: 62             BILL NO: 503-AA0014
TRANS. DATE: AUG 31,1992  TRANS. TYPE: INCREASE ADJUSTMENT

TRANS. AMOUNT: $50.00     DATE POSTED: AUG 31,1992 17:45:58
ADJUSTMENT #: 1

FISCAL YEAR      PAT REFERENCE #      PRINCIPAL AMOUNT      FY TRANS.
AMOUNT
-----
92               -----
50.00            50.00

```

Brief Comment:

Follow-up Date:

COMMENTS:

RECEIPT #:

PROCESSED BY: YACO,ROBERT G.

---

## ACCOUNT MANAGEMENT

This menu contains options necessary to facilitate management of accounts.

## ACCOUNT INFORMATION

This option defines comment and patient statement information for each debtor's account.

The "patient statement" prompt defines the level of detail that you would like the patient's statement to be printed. If no level is chosen, the system's default response will be the supervisor's choice for the entire site. See the Statement Parameters option under the Supervisor's AR Menu.

### Account Management Menu

Account Information  
Address Display/Edit  
Bill Comment Log  
Brief Account Profile  
Check Patient Account Balance  
Debtor Comment Log  
Follow-up Reports  
Full Account Profile  
Mark/Unmark Invalid Transaction  
Statement Discrepancy Listing  
Transaction History for a Patient

Patient Statement Detail		
BRIEF	EXPANDED	SITE DEFAULT
Prescription number	Prescription Number	Brief/Expanded
Date Filled	Prescribing Physician	Brief/Expanded
	Days Supplied	Brief/Expanded
	Date Filled	Brief/Expanded
	Drug Name	Brief/Expanded
	Quantity	Brief/Expanded

A brief description contains (1) the PRESCRIPTION NUMBERS and (2) the respective DATE each prescription was FILLED. A *DETAILED* description will contain (1) the PRESCRIPTION NUMBER, (2) the DRUG NAME, (3) the number of DAYS the prescription will SUPPLY, (4) the prescribing PHYSICIAN, (5) the quantity of the prescription, and (6) the respective DATE each prescription was FILLED.

The comment that can be defined appears when the Brief/Full Account Profile option is used to view the bill. Use this option to enter a note that would be necessary as a reminder every time you viewed their account.

---

Select Account Management Option:     **ACCOUNT Information**

Select AR DEBTOR:     **DUPP,DONALD**  
                           ...OK? YES// <ret>     (YES)

PATIENT STATEMENT DETAIL:     ?

CHOOSE FROM:  
     0            USE SITE DEFAULT  
     1            BRIEF  
     2            EXPANDED

---

```

PATIENT STATEMENT DETAIL:  2  EXPANDED
COMMENT:
  1>This is just a test comment!
  2><ret>
EDIT Option: <ret>

```

## ADDRESS DISPLAY/EDIT

This option defines the mailing address for a given debtor.

Use this to override the system's address for a debtor. This can be used for defining a mailing address for incompetent veterans, allowing statements to be sent to a separate address.

Address Accounts Receivable will use:

```

DUPP,DONALD
101 WALT ROAD
ORLANDO, FL 43434
Phone:

```

Address from Patient file:

```

101 WALT ROAD
ORLANDO, FL 43434
Phone:

```

Address from AR Debtor file:

Phone:

```

STREET ADDRESS #1:  222 Walt Road
STREET ADDRESS #2:  <ret>
STREET ADDRESS #3:  <ret>
CITY:  orlando
STATE:  FLORIDA
ZIP CODE:  43434
PHONE NUMBER:  (999)999-DUPP

```

## BILL COMMENT LOG

This option applies a comment transaction against a given bill. Comment transactions document a manual event or action taken for a particular bill. Choosing this option will invoke several prompts asking for the date the patient and clerk contacted each other, some comments, and a follow-up date.

Use the follow-up date as a reminder to be printed on the date you select. Some useful examples for these comments are logging activities like phone calls and actions that need to be taken on a future date.

```

Select Account Management Option:  BILL Comment Log

Select ACCOUNTS RECEIVABLE BILL NO.:  FIVE,PATIENT
...OK? YES// <ret>  (YES)

```



```

ACTIVE $500.00 503-K10005 REIMBURS.HEALTH INS. 08-13-92 FIVE,PATIENT
2 503-K10012 REIMBURS.HEALTH INS. 09-04-92 FIVE,PATIENT
INCOMPLETE $0.00
3 503-K10013 REIMBURS.HEALTH INS. 09-04-92 FIVE,PATIENT
PENDING $20.00
4 503-K10014 REIMBURS.HEALTH INS. 09-04-92 FIVE,PATIENT
PENDING $0.00
5 503-K10092 TORT FEASOR 10-12-92 FIVE,PATIENT
WRITE-OFF $2000.00
6 503-K10091 TORT FEASOR 10-13-92 FIVE,PATIENT
WRITE-OFF $1000.00
TYPE '^' TO STOP, OR
CHOOSE 1-6: 1 503-K10005

Date of Contact: OCT 25,1994// <ret>
Brief Comment: TALKED TO INS. COMPANY
COMMENTS:
1>Called insurance company to make sure they stay on top of this. We
2>need our money.
3><ret>
4>I'll call them in 10 days to follow-up on this. I will enter a
5>follow-up date to force the computer to remind me 10 days from
6>now.
EDIT Option: <ret>
Follow-up Date: t+10 (NOV 04, 1994)
=====
BILL NO.: 503-K10005 ADJUSTMENT AMOUNT: 0.00
ADJUSTMENT DATE: OCT 25,1994 ADJUSTMENT NO.:
FISCAL YEAR PAT REF NO. ADJ.AMOUNT PRIN.BAL.(ADJUSTED)
92 503-AB0063 100.00
Brief Comment: TALKED TO INS. COMPANY Follow-up Date: 11/04/93
Comments:
Called insurance company to make sure they stay on top of this. We need
our money. I'll call them in 10 days to follow-up on this. I will enter
a follow-up date to force the computer to remind me 10 days from now.
=====
Is this correct? NO// y (YES)
Should the BRIEF COMMENT print on the patient statement? NO// <ret>

```

## BRIEF ACCOUNT PROFILE

This option displays all *outstanding* bills and payments for a given account. Outstanding bills include bills with a status of *Open*, *Active*, or *Refund Review*. The profile groups bills by their status and includes a total balance of all bills with that status. The option also allows you to view a bill and any of its associated transactions.

This profile is helpful when quickly searching a patient's account for bills and viewing transactions. After viewing the profile, the system will prompt for a transaction that appears on

the profile. Simply enter the number of the transaction to view a descriptive profile for that transaction.

Payments that appear in the profile indicate that they are applied to the account but haven't been posted against a bill. Once their respective receipt is approved, those payments will be applied to outstanding bills or a prepayment bill.

```

===== Account Profile =====
DUPP,DONALD (001-43-4433)
101 WALT ROAD
ORLANDO, FL 43434
Phone #: N/A
Statement Day: 8
Last Statement: N/A
Amount Owed: 1.00
RX Copay Exempt: NO

# Bill # Est Type Paid Prin Int Adm Balance
----- PAYMENTS (-1.00) -----
* CHECK002-1 PAYMENT -1.00 0.00 0.00 0.00 -1.00
----- OPEN (2.00) -----
1 K20188 10/22/93 RX CO-P 48.00 2.00 0.00 0.00 2.00

```

Select 1-1: 1

```

===== Account Profile =====
DUPP,DONALD (001-43-4433)
101 WALT ROAD
ORLANDO, FL 43434
Phone #: N/A
Bill #: 503-K20188
Statement Day: 8
Last Statement: N/A
Amount Owed: 1.00
RX Copay Exempt: YES

# Tr # Type Date Amount
-----
1 1202 Original Amount 10/22/93 0.00
2 1205 INCREASE ADJUSTMENT 10/22/93 50.00
3 1206 PAYMENT (IN PART) 10/22/93 15.00
4 1207 PAYMENT (IN PART) 10/22/93 20.00
5 1208 PAYMENT (IN PART) 10/22/93 3.00
10.00
-----
$ 2.00

```

Select 1-5 or 'P' to Print:



All bills are categorized by their status. Also, note the asterisk beside the payment in the profile of the account (top). This indicates that the payment has not been posted. Once posted against an active bill, this transaction will appear under the profile of that bill.

## CHECK PATIENT ACCOUNT BALANCE

This option will check a given patient's account and display information regarding the printout of the patient's statement.

Use this option as a tool to fix balance discrepancies. A balance discrepancy occurs if an account's balance does not equal the balance calculated for the same account's patient statement. Since there are transactions that occur against an account that

do not always appear on the patient's statement, i.e. invalid transactions, the balance for the statement is calculated differently than the balance for the entire account. Theoretically, the balances should be equivalent; occasionally, however, there are "valid transactions" that are marked "invalid" for the patient statement that should not be, and vice versa. This affects the calculation for each balance.

Use this option to review a patient's statement before it prints; however, the statement can only be printed to a printer.

```

Select Account Management Option:  CHECK Patient Account Balance
Select Patient:  DUPP,DONALD

DUPP,DONALD(D4433)  ACCOUNT BALANCE DISCREPANCY REPORT
STATEMENT DAY: 8                25-OCT-93 12:37 AM    PAGE 1
=====

This account is out-of-balance!

Patient Statement Check:

The balance of the outstanding AR bills is:      $      2.00
The Patient Statement balance (*amount due) is:  $     22.00
The difference between these two balances is:    $    -20.00

The *amount due balance on the Patient Statement contains:
Previous Statement balance of $0.00
      + New activity $22.00

Please create the appropriate transactions to get the overall account
balance to equal the Patient Statement balance. Then review all bills to
ensure the patient is being billed accurately.

Print example of patient statement?  NO

```

## DEBTOR COMMENT LOG

This option applies a comment transaction against a given debtor. Comment transactions document a manual event or action taken for a particular debtor. Choosing this option will invoke several prompts asking for the date the patient and clerk contacted each other, some comments, and a follow-up date.

Use the follow-up date as a reminder to be printed on the date you select. Some useful examples for these comments are logging activities like phone calls and actions that need to be taken on a future date.

```

Select Account Management Option:  DEBTor Comment Log
Select AR DEBTOR:  DUPP,DONALD
      ...OK? YES// <ret>    (YES)
...OK, reference number assigned: 503-74-0

Date of Contact: OCT 25,1994//  <ret>
Brief Comment:  CALLED HIM TODAY

```

```

COMMENT:
1>He's late on his payments for his account. I'll call him
2>again two days from now.
3><ret>

```

```
EDIT Option: <ret>
```

```
Follow-up Date: t+2 (OCT 27, 1994)
```

```

DEBTOR FOLLOW-UP LIST                                OCT 25,1994  00:40    PAGE 1
Date of                               Follow-up
Contact    Brief Comment              Date        Debtor        Entered By
-----
10/25/93    CALLED HIM TODAY          10/27/93    DUPP,DONAL    TREXLER,RA
                                           001-43-4433
           He's late on his payments for his account. I'll call him
           again two days from now.

```

```
Is this OK? YES// <ret>
```

## FOLLOW-UP REPORTS

This option will print a report of the follow-up transactions for bills and follow-up actions for a debtor. See the Debtor Comment Log and Bill Comment Log options. The report will prompt the user for date range; any comment "flagged" for follow-up within the date range will display on the report.

```

DEBTOR FOLLOW-UP LIST                                OCT 25,1994  00:43    PAGE 1
Date of                               Follow-up
Contact    Brief Comment              Date        Debtor        Entered By
-----
10/11/93    TEST                      10/11/93    MOUSE,MICK    YACOBUCCI,
                                           234-43-4343

```

```
TEWST
```

```

DEBTOR FOLLOW-UP LIST                                OCT 25,1994  00:43    PAGE 2
Date of                               Follow-up
Contact    Brief Comment              Date        Debtor        Entered By
-----
10/20/93    goofy                      10/27/93    DUPP,DONAL    TREXLER,RA
                                           001-43-4433
           CALL HIM NEXT MONDAY!!

```

## FULL ACCOUNT PROFILE

This option displays all *non-outstanding* and *outstanding* bills and payments for a given account. This means bills with any status. The profile groups bills by their status and includes a total balance of all bills with that status. The option also allows you to view a bill and any of its associated transactions.

This profile is helpful when quickly searching a patient's account for bills and viewing transactions. After viewing the

profile, the system will prompt for a transaction that appears on the profile. Simply enter the number of the transaction and view a descriptive profile for that transaction.

Payments that appear in the profile indicate that they are applied to the account but haven't been posted against a bill. Once their respective receipt is approved, those payments will be applied to outstanding bills or a prepayment bill.

```

===== Account Profile =====
DUPP,DONALD (001-43-4433)
101 WALT ROAD
ORLANDO, FL 43434
Phone #: N/A
Statement Day: 8
Last Statement: N/A
Amount Owed: 2.00
RX Copay Exempt: YES

#   Bill #       Est       Type       Paid       Prin       Int       Adm       Balance
-----
1   503-AA0014    08/31/92    RX CO-P    54.50      0.00      0.00      0.00      0.00
2   503-AA0015    09/01/92    RX CO-P    68.00      0.00      0.00      0.00      0.00
3   503-K20131    07/21/93    RX CO-P     2.00      0.00      0.00      0.00      0.00
-----
4   503-AB0020    11/18/92    PREPAYM    0.00      -0.00     0.00      0.00     -0.00
-----
5   503-K20188    10/22/93    RX CO-P    48.00      2.00      0.00      0.00      2.00
-----
6   503-AB0004    08/20/92    PREPAYM    0.00      -0.00     0.00      0.00     -0.00
7   503-AB0029    12/15/92    PREPAYM    0.00      -0.00     0.00      0.00     -0.00
8   503-AB0049    12/17/92    PREPAYM    0.00      -0.00     0.00      0.00     -0.00
-----
BILL INCOMPLETE (0.00) -----

```

Select 1-8 or return to continue: 2

```

===== Account Profile =====
DUPP,DONALD (001-43-4433)
101 WALT ROAD
ORLANDO, FL 43434
Phone #: N/A
Bill #: 503-AA0015
Statement Day: 8
Last Statement: N/A
Amount Owed: 2.00
RX Copay Exempt: NO

#   Tr #       Type                               Date       Amount
-----
1   65         Original Amount                        09/01/92     0.00
2   66         INCREASE ADJUSTMENT                   09/01/92     4.50
3   67         INCREASE ADJUSTMENT                   07/01/92    50.00
4   87         INCREASE ADJUSTMENT                   06/05/92    44.50
5   87         PAYMENT (IN PART)                     09/03/92     3.00
6   195        PAYMENT (IN PART)                     11/12/92    45.00
7   208        INCREASE ADJUSTMENT                   12/01/92     2.00
7(I) 209        PAYMENT (IN PART)                     12/01/92    10.00
8   218        DECREASE ADJUSTMENT                   12/03/92     2.00
9   234        DECREASE ADJUSTMENT                   12/22/92     0.01

```

Select 1-9 or 'P' to Print or return to continue:

## MARK/UNMARK INVALID TRANSACTIONS

This option will allow or disallow a bill's transactions to appear on a patient statement or affect an account balance. Each

transaction has a property that determines whether or not it will affect an account. For instance, if a transaction appears on a patient statement, then the transaction is "marked" to appear. Choosing this option would then unmark the transaction and vice versa. This is often used as a tool for correcting actions that would jeopardize the integrity of account balances. For instance, this tool is the only mechanism for correcting payments made with a "bounced" check. One stipulation for using this option is once a patient statement has printed, the software will not allow you to mark/unmark any transactions. This will prevent any balance discrepancies.

```

Select Account Management Option:    MARK/Unmark Invalid Transaction
Select Patient :    FIVE,PATIENT
...OK? YES//  <ret>    (YES)

** There is a balance DISCREPANCY in this account. **

Select AR TRANSACTION NUMBER:    435    503-K10005    12-30-92    INCREASE
ADJUSTMENT    CALM CODE: NOT DONE
Are you sure you want to mark this transaction
as invalid for patient statement? NO//    YES
TRANSACTION MARKED INVALID FOR PATIENT STATEMENT

```

## STATEMENT DISCREPANCY LISTING

This option will list all the AR Debtors whose accounts do not balance. Use this option to generate a list of debtors who are not receiving statements because of balance discrepancies.

```

ACCOUNT BALANCE DISCREPANCY LISTING    OCT 25,1994  00:54    PAGE 1
                                     LAST
DEBTOR    SSN    DAY    STATEMENT
-----
AUDIT,RXEMP    601-00-0012    14    N/A
DOE,JOHN    402-02-0210    4    N/A
DUPP,DONALD    001-43-4433    8    N/A
ELEVEN,PATIENT    602-00-0012    14    N/A
EXEMPT,INTEREST    302-00-0030    9    N/A
FIFTEEN,PATIENT    602-05-0222    18    N/A
FIVE,PATIENT    5    N/A
FOUR,PATIENT    4    N/A
MOUSE,MICKEY    234-43-4343    13    N/A
NESTT,TEST    705-02-0221    27    N/A
NEW,NEWEST    505-02-0212    3    N/A
NEW,ONE    505-02-0212    2    N/A
NEW,TEST    705-02-0212    19    N/A
NEWS,NES    505-02-0212    28    N/A
NEWSS,TEST    705-02-0212    25    N/A

```

## TRANSACTION HISTORY FOR A PATIENT

This option prints a report of all transactions or a single transaction that has occurred for a given debtor within a given date range.

Use this option to assist in solving balance discrepancies, as well as answering patient questions about their account. The system will prompt for a patient name, a date range, and the type of transaction that you wish to search. You may select ALL to search for all types of transactions.

The report displays the date that the transaction occurred, the type of transaction (and whether it was an increase or decrease adjustment), the bill number for the transaction, and the transaction amount.

```
Select Account Management Option:  TRANSACTION History for a Patient
Patient Transaction History Report      Page 1
-----
```

```
Select Patient :  DUPP,DONALD
...OK? YES// <ret>  (YES)
History beginning:  Aug 20, 1992// <ret>
History ending:  (8/20/92 - 10/25/93): Oct 25, 1994// <ret>
TRANSACTION TYPE: ALL// <ret>
DEVICE: HOME// <ret>  VIRTUAL
```

```
For Patient: DUPP,DONALD
SSN : 001434433
For dates: Aug 19, 1992-Oct 25, 1994
```

DATE	ACTIVITY	BILL #	AMOUNT
Aug 20, 1992	INCREASE ADJUSTMENT PREPAYMENT	503-AB0004	18.00
Aug 31, 1992	INCREASE ADJUSTMENT PREPAYMENT	503-AB0004	20.00
Aug 31, 1992	INCREASE ADJUSTMENT PREPAYMENT	503-AB0004	40.00
Aug 31, 1992	INCREASE ADJUSTMENT RX CO-PAYMENT/NSC VET	503-AA0014	50.00

## AGENT CASHIER

The Agent Cashiers Menu contains options necessary to manage the collection of debts from hospital patients. See the Agent Cashier section of the User Manual.

## FMS UTILITIES MENU

The FMS Utilities Menu contains options necessary to manage FMS documents. See the Accounting Technicians section of the User's Manual.

## FORWARD IRS OFFSETS TO AUSTIN

This option forwards IRS offset data to Austin, where it is collected for transmission to the IRS. The data includes names of debtors and their balances that are delinquent and have not responded to the debt notices.

Although the procedure to forward IRS offset information is automated, this option allows manual preparation and transmission to Austin. The automated process requires supervisors to define parameters.

This option can be run only during the following time frames:

Type of Update	Transmission Time
Master IRS Record	November 22nd through December 5th
(Monthly) Update	Every Wednesday from June through Sept

Select Clerk's AR Menu Option: **FORWARD IRS OFFSETs to Austin**

Enter your Signature Code: **<electronic sig>** SIGNATURE VERIFIED

WARNING: Generation of IRS MASTER code sheets is only valid during 11/22 - 12/05 (Creation of MASTER IRS record)  
 Generation of IRS WEEKLY code sheets is only valid from January thru August.  
 Requested Start Time: NOW// **<ret>** (OCT 25, 1994@00:58:43)

## REFUND REVIEW AND APPROVE

This option allows you to refund a debtor's credit balance. If the status of the bill is Refund Review, you may approve the refund by entering your Electronic Signature Code.

You will be prompted, upon sign-on to the Clerk's AR menu, that there are refunds due. To get a detailed listing of the bills to be refunded, run the Status Listing For Bills option.

When two electronic signatures have been entered for the refund (AR Clerk and Certifying Officer), an Overpayment FMS document is automatically sent to Austin where the check is then issued from. A new prompt has been added to allow the first signature user the ability to change the amount but the status will cannot be changed without two signatures. If it remains in refund review, it will create a discrepancy. Again- to change the bill to either refunded status or cancellation status, there must be two signatures on the bill.



If a request for a refund of a credit balance is made before this request is automatically processed through the AR system, the PRCA PAYMENT SUP security key may change the Open Pre-Payment bill from the Open status to the status of the Review.

```

Select Clerk's AR Menu Option:   REFUND Review and Approve
Select ACCOUNTS RECEIVABLE BILL NO.:   K10048 503-K10048      PREPAYMENT
07-14-93   MOUSE,MICKEY      REFUND REVIEW  $22.00
Do you want to review the prepayment bill at this time?      NO
Do you want to make any adjustments to the refund amount now?      n NO
Do you want to approve the refund at this time?      YES
This refund must first be approved by the refunder.
If you sign as the 'Refunded By' person, you CANNOT
sign as the Certifying Officer.

Sign as the 'REFUNDED BY' person?      YES
Enter Electronic Signature Code:   <electronic sig>      <Signature verified>
<APPROVED BY REFUNDER>
Building FMS Overpayment Document. Please hold...
FMS document, # 5208, built and queued for transmission.
*** AUDITED AND RELEASED ***

```

## Clerk's Menu

# Supervisor's AR Menu

## EDIT/ADD 'BILL RESULTING FROM' LIST

This option defines the list of reasons why a bill might be created. This user-defined list is used in other places throughout the package. This is used during the bill audit process by the Fiscal Auditor. Under the Clerk's option, Audit An Electronic Bill, the system prompts for "Bill Resulting From". Only entries from the Edit/Add 'Bill Resulting From' List will be valid replies to this prompt.

super visor ar  
menu

Edit/Add 'Bill Resulting From' List  
Delete an Incomplete Transaction  
Administrative Cost Adjustment  
Form Letter Menu (Edit/Print)...  
Return Bill to Service  
Agency Location Code (Deposits)  
Archive Menu...  
Bad Debt Accrual Over-Ride  
National Roll-up Report  
Purge FMS Cash Receipt Document  
Site Parameter Edit...

```
Select Supervisor's AR Menu Option:      EDIT/Add 'Bill Resulting From' List
Select AR DEBT LIST BRIEF NAME:      DC
  ARE YOU ADDING 'DC' AS A NEW AR DEBT LIST (THE 35TH)?      Y  (YES)
  AR DEBT LIST FULL NAME:      DOCUMENTATION
BRIEF NAME: DC// <ret>
FULL NAME: DOCUMENTATION// <ret>
TYPE: ??
  This is the type of the bill - Vendor, third party, patient, etc.
  Enter '??' for a listing of available types.
  CHOOSE FROM:
    CP      PATIENT
    V      VENDOR
    NT      THIRD PARTY/INSTITUTION
    O      PERSON
    X      ALL TYPE
    NOPV    VENDOR/PERSON/PATIENT/INSTITUTION
    IO      INSURANCE/PERSON
    NV      INSTITUTION/VENDOR
    VO      VENDOR/PERSON
    VON     VENDOR/PERSON/INSTITUTION
TYPE: VENDOR
```

## DELETE AN INCOMPLETE TRANSACTION

This option deletes erroneous transaction records for a given bill. During normal operations, the system will not allow an incomplete transaction to be entered. However, if there is a power failure, or if the system manager takes the system down without warning you, it is possible for incomplete transactions to become part of an account record. This option allows you to delete these records which clutter up an account.

## ADMINISTRATIVE COST ADJUSTMENT

This option adjusts the interest or administration charges for an account. There are two ways you can use this option to adjust the interest or administration charges on an account. You can either reduce (or increase) the interest and administrative charges individually, or you can exempt the account from the charges which will reduce any existing outstanding balances to zero. These transactions will not show up in the Account Profile. You will know it took effect when you see that the total balance due on the account has been reduced to zero.

---

Select Supervisor's AR Menu Option:      **ADMINISTRATIVE Cost Adjustment**  
 Select ACCOUNTS RECEIVABLE BILL NO.:    **AA0008**    503-AA0008 RX CO-PAYMENT/NSC  
 VET      08-18-92      SEVEN,PATIENT      ACTIVE    \$80.99

You may exempt the account from all the interest and administrative cost balances - making those balances zero (0), or adjust them.

Do you want to exempt the account from all the      Int/Adm. costs? NO//    **YES**

---

## FORM LETTER MENU (EDIT/PRINT)

This menu contains options necessary to edit or print demand letters including the various letters of indebtedness.

As the supervisor of Accounts Receivable, you have the authority to edit the body text of the canned letters that the system prints out for you. Before you do any editing, you should be familiar with the Text Editing features described in the User's Guide to Computing (available from your IRM). Refer to the Clerk's Follow-Up Letter Menu option for a discussion of the letters.

For m Letter  
(Edit/print)  
menu

Edit Form Letters  
Print Form Letters

---

**Warning :** It is important to remember not to tamper with the formatting windows enclosed in vertical bars. These windows control the appearance of the letters when they are printed; you can cause yourself and your Site Manager endless amounts of grief if you make a small typographical error. If you have any doubts, contact your station's support staff before you proceed. The reason for this option is that the obligatory text of these letters changes as regulations change.

---

## EDIT FORM LETTERS

This option displays follow-up letter text for editing purposes. As the supervisor of Accounts Receivable, you have the authority to edit the body text of the canned letters that the system prints out for you. Before you do any editing, you should be familiar with the Text Editing features described in the User's Guide to Computing (available from your IRM). This option should be used only when VACO or DC changes the wording of form letters.

```

Select Form Letter Menu (Edit/Print) Option:      EDIT Form Letters
Select AR FORM LETTER NAME:      ??

CHOOSE FROM:
CREDIT      Notice of Credit Balance
FL 4-480    Ineligible Hospital (1FU)
FL 4-481    Humanitarian (1FU)
FL 4-482    Ineligible Hospital/Humanitarian (2FU)
FL 4-483    All Debts $25.00-$599.99(except Pharm/Means Test) (3FU)
FL 4-483a   Current Employee/Ex-employee/Vendor (2FU)
FL 4-484    Ineligible Hospital/Humanitarian $600.00-$1199.00 (3FU)
FL 4-485
FL 4-513    Pharmacy and Means Test (1/2/3 FU)
FL 4-520a   Current Employee (1FU)
FL 4-520b   Ex-Employee (1FU)
FL 4-520c   Current Employee - Prior 12/28/85 (1FU*)
FL 4-520d   Ex-employee - Prior 12/28/85 (1FU*)
FL 4-521    Vendor (1FU)
FL 4-534    Ex-employee/Post Retirement (1FU*)
IRS OFFSET  IRS Offset Notice

Select AR FORM LETTER NAME:      CREDIT      Notice of Credit Balance
MAIN FORM BODY:. . .
18>
20>      If there has been no charging activity on the account within the
past
21>      year, the credit balance will be refunded if less than or equal
22>      to $25.00. However, VA will not issue refunds for credit
23>      amounts of less than $1.00.
EDIT Option: <ret>

```

## PRINT FORM LETTERS

This option prints the appropriate form letter to see what a letter would look like for a given debtor. It is not recommended that this option be used to print and send a letter to a patient because it does not log this action or event within the patient's account.

## RETURN BILL TO SERVICE

This option returns a given bill to the service that initially established it.

Once a bill has been approved and released by the billing service, it is no longer visible to the billing clerk or approving official. If during the audit portion of the billing cycle in Fiscal Service, you discover that the bill must be released back to the service, or through correspondence with the debtor you have discovered a reason to send the bill back to the service, this option will let you return the bill. Returning the bill removes the Electronic Signature Codes; in order for the bill to become valid again, it must be routed through the service's approving official.

```
Select Supervisor's AR Menu Option:      RETURN Bill to Service
Select ACCOUNTS RECEIVABLE BILL NO.:    K20148  503-K20148  VENDOR  08-04-93
YACOB,ROBERT G.      ACTIVE  $2044.66
Are you sure you want to return this bill to the Service ? NO//      Y  (YES)
DATE RETURNED TO SERVICE: AUG 4,1994//  <ret>
FISCAL COMMENTS (RETURN): TEST//      Re-Do
```

## AGENCY LOCATION CODE (DEPOSITS)

This option allows the Supervisor to change the Agency Location Code. After conversion to AR 4.5 the ALC field is blank and must be assigned an ALC. See the Installation Guide for more information on this.

## ARCHIVE MENU

This menu contains options that allow a Supervisor to review bills prepared for archival. One of the options also allows a bill to be unmarked which excludes it from being archived.



## DETAILED REPORT OF PENDING ARCHIVE RECORDS

This option prints a detailed listing of all bills that have been marked for archive; i.e. bills with a status of Pending Archive. The report contains the bill numbers and their respective debtor, category, old status, balance, and date of last activity.

Supervisors should use this report to determine those veterans' bills that should not be archived and purged from the system. These include bills that may continue activity in the future. One

example is Reimbursable Health Insurance bills which may be in litigation for long periods of time and could be recalled.

After determining particular bills that should not be archived (i.e. kept on the system) or there is not enough disk space, unmark appropriate bills to ensure they do not get archived or there is enough disk space to hold converted data. See the Unmark Records Marked For Archival option.

### UNMARK RECORDS MARKED FOR ARCHIVAL

This option "de-selects" a particular bill that is pending archival. Valid bills to unmark include only bills that have already been marked for archival. See the Mark AR Records For Archival option.

After identifying bills to keep on your system, use this option to "unmark" them. This changes their status from Pending Archival to their previous status and ensures that they will not be archived then purged from the system.

### BAD DEBT ACCRUAL OVERRIDE

This menu option will allow the user to over-ride the calculated write-off and contract adjustment totals from the 0160 appropriation (Ineligible Hospital and Emergency/Humanitarian), 2431 (Nursing Home Care NSC, Outpatient Care NSC, Hospital Care NSC, C Means test, Nursing Home Care per diem, and Hospital Care per diem), and the 5014 appropriation (Workmans Comp., No Fault Auto Accident, Crimes of Personal Violence, Reimbursable Health Insurance, and Rx Co-Pay).

---

Select OPTION NAME:   **BAD** DEBT ACCR. EDIT   BAD DEBT ACCRUAL OVER-RIDE

FUND: 0160  
 Previous Esitimated Write-off Amount: 0  
 CURRENT EST. WRITE-OFF AMT.: 6036.02//  
 Previous Estimated Cont. Adj. Amount: 0  
 CURRENT EST. CONT. ADJ. AMT.: 0//

FUND: 2431  
 Previous Esitimated Write-off Amount: 0  
 CURRENT EST. WRITE-OFF AMT.: 0//  
 Previous Estimated Cont. Adj. Amount: 0  
 CURRENT EST. CONT. ADJ. AMT.: 0//

FUND: 5014  
 Previous Esitimated Write-off Amount: 0  
 CURRENT EST. WRITE-OFF AMT.: 300128.6//  
 Previous Estimated Cont. Adj. Amount: 0

---

CURRENT EST. CONT. ADJ. AMT.: 1986055.06//

**BAD DEBT REPORT**

This option will allow the Bad Debt Report to be sent to any printer at any time during the month except the calculation period from the 24<sup>th</sup> to the next to the last day of the month. Only the current report can be printed since this is the only report stored.

Select Supervisor's AR Menu Option: BAD DEBT REport

Bad Debt Report Print

DEVICE: PC RUNNING SMARTERM 420 RIGHT MARGIN: 80//

FUND: 2431

## CALCULATED PERCENTAGES

COLLECTION %	WRITE-OFF %	CONT. ADJ. %	CANCELLATION %	PEND. DISP. %
1.06	59.59	0.00	0.28	39.07

## WRITE-OFF ESTIMATES

PREVIOUS:	6250.93	CURRENT:	10589.14	ACCRUAL:	4338.21
-----------	---------	----------	----------	----------	---------

## CONTRACT ADJUSTMENT ESTIMATES

PREVIOUS :	0.00	CURRENT:	0.00	ACCRUAL:	0.00
------------	------	----------	------	----------	------

FUND: 5014

## CALCULATED PERCENTAGES

COLLECTION %	WRITE-OFF %	CONT. ADJ. %	CANCELLATION %	PEND. DISP. %
2.02	21.11	10.47	0.00	66.40

## WRITE-OFF ESTIMATES

PREVIOUS:	814.60	CURRENT:	776.00	ACCRUAL:	-38.60
-----------	--------	----------	--------	----------	--------

## CONTRACT ADJUSTMENT ESTIMATES



```

PREVIOUS :      416.49      CURRENT:      384.88      ACCRUAL:      -31.61
-----

```

```

                        FUND: 0160
                        -----

```

```

                        CALCULATED PERCENTAGES
                        -----

```

```

COLLECTION %   WRITE-OFF %   CONT. ADJ. %   CANCELLATION %   PEND. DISP. %
-----
99.99          0.00          0.00          0.00          0.01

```

```

                        WRITE-OFF ESTIMATES
                        -----

```

```

PREVIOUS:      0.00      CURRENT:      0.00      ACCRUAL:
0.00

```

```

                        CONTRACT ADJUSTMENT ESTIMATES
                        -----

```

```

PREVIOUS :      0.00      CURRENT:      0.00      ACCRUAL:
0.00
-----

```

```

Select Supervisor's AR Menu Option:

```

## NATIONAL ROLL-UP REPORT

This report prints out information contained on the national roll-up. It allows selection of a range of dates for a set of criteria entered by the user. It also gives the option of printing a 'detailed' report. A 'detailed' report will list all bills and transactions for each criteria selected with the corresponding amounts.

---

**Note:** The 'Detailed' option should be used with caution as it will list each bill and each transaction for every sub category of the chosen category hence being very lengthy.

---

```

Select Supervisor's AR Menu Option:      NATional Roll-up Report

```

```

Starting ROLL-UP Date:   9-1   (SEP 01, 1994)
End ROLLUP Date:       9-30   (SEP 30, 1994)

```

This response must be a list or range, e.g., 1,3,5 or 2-4,8.

```

Enter Criteria Number(s): (1-20):      ??

```

1. NSC NURSING HOME COPAY
2. NSC HOSPITAL COPAY
3. NSC OUTPATIENT

```
4. NSC INPATIENT INSURANCE
5. NSC OUTPATIENT INSURANCE
6. SC/NSC INPATIENT INSURANCE
7. SC/NSC OUTPATIENT INSURANCE
8. WORKERS COMP
9. NO FAULT AUTO
10. CRIMES OF PERSONAL VIOLENCE
11. NSC PHARMACY COPAY
12. SC PHARMACY COPAY
13. PREPAYMENTS
14. INELIGIBLE
15. TORT FEASOR
16. EMERGENCY/HUMANITARIAN
17. SHARING AGREEMENT
18. OTHER APPROPRIATIONS
19. $10/DIEM NSC HOSPITAL COPAYS
20. $5/DIEM NSC NURSING HOME COPAYS

Enter Criteria Number(s): (1-20):    3,4

Do you want a detailed report?
Enter Yes or No: NO// ?

A 'Detailed' report will list the criteria and totals with each bill and
transaction for that criteria listed.
A 'No' answer to this question will print out just the criteria and
totals.
Answer 'YES' or 'NO'

Enter Yes or No: NO//    <ret>
QUEUE TO PRINT ON
DEVICE: HOME//    PC RUNNING SMARTERM 420 [YOU CAN NOT SELECT A VIRTUAL
TERMINAL]    Must use a device other than HOME for this report!
PREVIOUSLY, YOU HAVE SELECTED QUEUEING.
DO YOU STILL WANT YOUR OUTPUT QUEUED? YES//    (YES)
DEVICE: HOME// ISC21 ROOM 730/16 PITCH/LASER III    RIGHT MARGIN: 132//
```

### PURGE UNPROCESSED FMS DOCUMENT FILE

This option is used to purge the AR/FMS document file (347). It will purge all entries older than the date entered by the user and should be used with care.

### SITE PARAMETER EDIT

This menu contains options that define parameters relative to each site. This builds more flexibility into your software allowing it to be customized to fit your site's needs.

#### site parameter edit menu

Deactivate Group  
Group Parameters  
Interest/Admin/Penalty Rates  
IRS Parameters  
Statement Parameters

### DEACTIVATE GROUP

This option allows the Supervisor user to deactivate a currently active "group".

```

Select Site Parameter Edit Option: deactivate Group
Select AR GROUP NAME: test2          ACCOUNTS RECEIVABLE

Are you sure you want to   Deactive Group 'test2'? NO// y  YES

*** Group Deactivated ***

```

## GROUP PARAMETERS

This option adds or edits a billing agency's demographic information including the name, address, city, state, zip, phone number, and hours of operation.

Use this to add a "group" like District Counsel, it's address, and other necessary information. An AR GROUP has an associated type (AGENT CASHIER, RETURN PAYMENT, etc.) that has a name assigned by the site.

```

Select Site Parameter Edit Option:   GROUP Parameters
Select AR GROUP NAME:   ??

CHOOSE FROM:
ACCOUNTS RECEIVABLE                Type: ACCOUNT RECEIVABLE
HOSPITAL                          Type: SITE
JAMES E VAN ZANDT VAMC              Type: BILLING AGENCY
PATIENT STATEMENT ADDRESS          Type: AGENT CASHIER
RETURN PAYMENT                     Type: RETURN PAYMENT
TEST                              Type: DISTRICT COUNSEL

This is the name assigned to the AR GROUP by the site. An AR GROUP
has an associated type (AGENT CASHIER, RETURN PAYMENT, etc.)
that has a name assigned by the site.
Select AR GROUP NAME:   DOCUMENTATION
ARE YOU ADDING 'DOCUMENTATION' AS A NEW AR GROUP (THE 9TH)?      Y  (YES)
AR GROUP TYPE:   ??
CHOOSE FROM:
1      AGENT CASHIER
2      DISTRICT COUNSEL
3      DEPARTMENT OF JUSTICE
4      ACCOUNT RECEIVABLE
5      SITE
6      BILLING AGENCY
7      INACTIVE
8      RETURN PAYMENT
AR GROUP TYPE:

```

## INTEREST/ADMIN/PENALTY RATES

This option modifies the interest, administration, and penalty rates for the effective date. Use this to increase/decrease the rates respectively when the current rates change.

```

Select Site Parameter Edit Option:   INTEREST/Admin/Penalty Rates
Accounts Receivable Interest/ Admin/Penalty Rate Report
                                OCT 22,1994  23:11    PAGE 1
RATE          ANNUAL          MONTHLY          ANNUAL

```

EFFECTIVE DATE	INTEREST RATE	ADMIN CHARGE	PENALTY RATE
SITE: ALTOONA VAMC			
JAN 1,1991	0.080	0.91	
JUL 1,1991	0.085	0.91	
JAN 1,1994	0.010	1.33	0.0800
Select RATE EFFECTIVE DATE: JAN 1,1994// <b>Jan 1, 1994</b> JAN 1, 1994			
ARE YOU ADDING 'JAN 1, 1994' AS A NEW RATE EFFECTIVE DATE (THE 4TH FOR THIS AR SITE PARAMETER)? <b>Y</b> (YES)			
ANNUAL INTEREST RATE: <b>.095</b>			
MONTHLY ADMIN CHARGE: <b>1.00</b>			
ANNUAL PENALTY RATE: <b>.05</b>			

## IRS PARAMETERS

This option initializes the automation of the IRS referral functionality. The automation requires these parameters be set to function.

The parameters that need to be defined include the date for the IRS master code sheets to be sent to Austin, the date IRS offset letters are sent to respective patients, the current charge rate, and the responsible official.

```
Select Site Parameter Edit Option: IRS Parameters
RESPONSIBLE FOR IRS CODESHEETS: YACOBUCCI,ROBERT G.
// TREXLIAR,RANDY W.
DATE OF MASTER IRS OFFSET: NOV 26// <ret>
DATE OF IRS OFFSET LETTER: OCT 4// <ret>
IRS OFFSET AMOUNT: 9.35// 6.50
```

## STATEMENT PARAMETERS

This option defines the characteristics for all of the patient statements. This includes defining

- suppression of rights and obligations,
- the level of detail for patient statements to print,
- burster machine code
- suppression of zero balance statements,
- text to appear on each statement,
- UB printer information.

Use this option to customize your site's patient statements. Suppression of rights and obligations means that the Notice of Rights which is the pharmacy and copay form letter will not print with the respective patient statements.

By defining brief or expanded, the level of detail for patient statements will print a brief or expanded version of each charge.

An expanded version includes the following information: (1) the PRESCRIPTION NUMBER, (2) the DRUG NAME, (3) the number of DAYS the prescription will SUPPLY, (4) the prescribing PHYSICIAN, (5) the quantity of the prescription, and (6) the respective DATE each prescription was FILLED. A brief version includes the following: (1) the PRESCRIPTION NUMBERS and (2) the respective DATE each prescription was FILLED.

Suppression of zero balance statements means that no statement will print if the statement has a balance due of \$0.00.

Code for the burster machine to recognize when to stuff the envelopes can be defined, for example W ?90,"-----".

---

NOTE: IRM will need to edit this field to insert the MUMPS code necessary to write-out the burster machine code.

---

Two lines of text can be defined for all statements that are printed. This text can be anything from simple directions for making payments to holiday greetings for all of your customers.

Finally, the device or printer to which all UB statements should be sent is defined with this parameter.

```

Select Site Parameter Edit Option:    STATEMENT Parameters
SUPPRESS RIGHTS & OBLIGATIONS: YES//  <ret>
PHARMACY COPAY STATEMENT INFO: EXPANDED//  ??

      CHOOSE FROM:
      1          BRIEF
      2          EXPANDED
PHARMACY COPAY STATEMENT INFO: EXPANDED//  <ret>
SUPPRESS ZERO BALANCE:    NO
BURSTER MACHINE CODE: W "-----"//  <ret>
STATEMENT COMMENT 1:    THE FIRST COMMENT ON THE STATEMENT
                        Replace
STATEMENT COMMENT 2:    THE SECOND COMMENT ON THE STATEMENT
                        Replace
UB PRINTER:    ISC11
REPORT PRINTER:    ISC21

```



---

# Glossary

## Account

Records established for an individual debtor in the AR Debtor file. One account can have any number of bills, just as a VISA or Master Card account can be used for multiple purchases.

## Accounting Classification Code (ACC)

Nine-character codes used for budget purposes. The FMS ACC's replace CALM Fund Control Points.

## Accounting Technician

The person in Fiscal Service who is responsible for processing accounting transactions.

## Account Profile

A screen display or printout showing a summary of activity on an entire Accounts Receivable (refer to Transaction Profile for a view of a single transaction on an account).

## Accounts Receivable

In the broadest sense, these are debts owed to the Department of Veterans Affairs. Throughout the documentation, this term is used interchangeably with the term "bills" for ease of expression. The Accounts Receivable section of Fiscal Service is that person or group of people whose duty it is to establish and maintain debtor account records.

## Accounts Receivable Clerk

The person in Fiscal who establishes, audits and maintains the station's debt collection files.

## Adjustment

A transaction that makes an administrative change to the principal balance of a Bill or an account.

## Admin Charge

An administrative charge incurred during the debt collection process and added to an account's principal balance. Fees for locator searches, marshal fees, and court costs are administrative charges.

## Agent Cashier

The person in Fiscal Service (often physically located elsewhere) who makes or receives payments on debtor accounts and issues official receipts.

ADP Security Officer

The individual at your station who is responsible for the security of the computer system, both it's physical integrity and the integrity of the records stored in it. Includes overseeing who has access to which files.

AMIS

Automated Management Information System.

Application Coordinator

The individuals responsible for the implementation, training and troubleshooting of the AR software package.

Batch Number (this is not the FMS batch number)

The number assigned to an Agent Cashier batch payment.

Bill

A receivable that has been generated by a billing service or section. See the Bill types 1080, 1081, OTHER (1114), or UB-92.

Bill for Collection

The actual Bill produced by an 1114 type billing. Formerly the second (carbon copy) page of the preprinted Form 1114 now only accessible to the Accounts Receivable Section as an electronic Bill.

Billing Clerk

That person in a billing service or section that is responsible for generating bills.

Billing Cycle

The life cycle of a Bill. From generation through approval, transmission to AR, mailing to the debtor, and being liquidated by posted payments until the debt has been paid.

Billing Document (BD)

An FMS document created for detailed receivables by Accounts Receivable during the audit process.

Bill Number

Each Bill has a unique number, tracked by service/section, which is used to identify it. It is usually assigned automatically by the system (see Common Bill Numbering Series).

Budget Object Code (BOC)

Four-digit number used to identify purchases. The FMS BOC's are equivalent to CALM subaccounts.

Cash Receipt (CR)

An Accounts Receivable document used to record deposit information from the SF-215 Deposit Ticket into FMS.



Category C (Hospital Care)

Entitlement category for inpatient care in a VA Medical Center; non-service connected veterans whose income level exceeds certain minimums as determined by the MAS eligibility unit.

Category C (Nursing Home Care)

Entitlement category for long-term care in a VA Nursing Home; non-service connected veterans whose income level exceeds certain minimums as determined by the MAS eligibility unit.

Category C (Outpatient Care)

Entitlement category for outpatient care at a VA Medical Center; non-service connected veterans whose income level exceeds certain minimums as determined by the MAS eligibility unit.

Common Bill Numbering Series

A series of numbers set aside for each billing service/section, the system uses this series to assign Bill numbers automatically whenever the billing clerk needs to generate a new Bill.

Common Numbering Series

This is a preset series of Procurement DOC ID used by Accounting Technicians to generate new accounting transactions for AR. The Application Coordinators will establish the Common Numbering Series used by your facility.

Correction

A change made to a billing record before the initial Bill is generated.

COWC

The Committee on Waivers and Compromises. An appellate body, located in The Department of Veterans Affairs Veterans Benefits Administration Regional Offices.

Credit

A payment which, when posted to an account, reduces the principal balance (the debt). Scheduled payments under a repayment plan are credits.

Crime of Personal Violence

The result of a crime of personal violence; occurs in a state where the victim is entitled to receive health care and services at the expense of the state or a political subdivision. Billings are forwarded to the District Counsel for collection.

DC

The Department of Veterans Affairs' Office of the District Counsel. District Counsel areas of responsibility do not correspond to the Veterans Health Service and Research Administration regions.

Debit

A charge or fee which when posted to an account increases the principal balance (the debt). Interest and administrative charges are debits.

Debt Collection

This is the official name given to the process of sending out bills and collecting payments.

Debtor

A patient, person, vendor, insurance company or institution who owes the VA money.

Default

A suggested response that is provided by the system.

Demand Letter

The follow-up letters that are sent to a debtor, reminding him/her of the outstanding debt are called demand letters.

DOJ

The United States Department of Justice.

Electronic Signature

The electronic signature replaces the written signature on all AR documents used within your facility. Documents going off-station will require a written signature as well. The electronic signature code is used by all individuals who have the authority to approve actions (approve requests, purchase orders, obligations, etc.). The electronic signature is encrypted so that no one, not even a computer programmer, can tell what it is.

Federal Tax ID

A unique number that identifies your station to the Internal Revenue Service.

FMS

The Financial Management System which is responsible for centralized accounting.

FMS Document ID (DOC ID)

The station number + a unique document number. Formerly called the CALM PAT number.

FL 4-480

The first demand letter for Ineligible category debtors.

FL 4-481

The first demand letter for Humanitarian category debtors.

FL 4-482

The second demand letter for Ineligible, Humanitarian and Category C debtors.

FL 4-483

The third demand letter for debts under \$200 for medical care.

FL 4-484

The third demand letter for debts between \$200 and \$1200 for medical care.

FL 4-485

The third demand letter for debts over \$1200 for medical care.

FL 4-513

The first demand for Category C (Means Test) debts.

GL

The General Ledger to which all accounting transactions are posted.

Hold

A hold is a temporary restriction placed on mailing demand letters for a particular account. It is usually used when a debtor has made arrangements to pay the debt and letters would be redundant.

Humanitarian

Humanitarian billings are for non-veterans treated at a VA facility for a medical emergency. Also includes veterans treated under presumed eligibility later found to be ineligible.

ICD

Interest Computation Date. Usually the date of the first demand letter. (NOTE: Do not confuse this with the International Classification of Disease codes — usually referred to as the ICD-9 Codes.)

Ineligible

Ineligibles are veterans who have received medical care at a VA facility, but were later found not entitled to such service.

Integrated Billing

Integrated Billing (IB) is a software package that acts as an interface between the service that establishes a debt and the billing process in AR.

Invoice Address

The address printed on a purchase order to instruct the vendor where to mail his/her invoice.

Insurance Company File

File Number 36 holds information about the insurance companies that your station does business with. Debtor's address may be drawn from

this file but is maintained separately. If the desired company is not in the file, contact MAS to have it added.

Interest

Amount charged to an account being paid on a repayment plan for carrying the account or on delinquent accounts.

National Roll-Up

The National Roll-Up software includes a central database to reside at the San Francisco ISC and interface software to reside at each field station. The interface software collects Accounts Receivable data from AR Version 4.5 and sends this data to the central database. The ISC will then process the AR data collected to centrally produce, for all sites, the VA Schedule 9 Report for the U.S. Treasury.

No-fault Auto Accident

Used for medical care required as the result of a motor vehicle accident in a state which has no-fault automobile insurance.

OFM

Office of Financial Management.

Overpayment Document (OP)

FMS document used to create manual refunds to veterans, insurance companies, etc. Formerly a 972.13 CALM code sheet.

PAT Number

Formerly, a unique number used to identify a CALM document. FMS DOC ID replaces the CALM PAT.

Patient Statement of Account

The monthly statement for patient type debtors, reflecting all activity (both charges and payments) recorded for that patient since his last statement was printed.

RD

Regional Director.

Referral Amount

Threshold amounts that determine (often independently) which accounts are referred to the District Counsel or the Department of Justice.

Repayment Plan

If a debt is so large that the debtor can't repay it in a lump sum a Repayment Plan may be established to pay it in regularly scheduled installments. Can be established by the Fiscal Officer or as the result of negotiations with the District Counsel or Department of Justice.

Schedule 9

A detailed report of receivables due to the VA. It categorizes receivables by age and status. With the release of the National Roll-up software, Schedule 9 will be centrally produced in San Francisco.

Site Parameters

Information (such as station number, cashier's address, billing address, etc.) that is unique to your station. All of AR uses a single Site Parameter file.

Sub-BOC

Two-digit code used with Payroll BOCs.

Tasked Job

A job, usually a printout, that has been scheduled to run at a predetermined time. Tasked jobs are set up to run without having a person watching over them.

Tort Feasor

Used for medical care provided as the result of a crime. A type of billing in which a firm receivable is not recorded until it is paid.

Transaction

Any action that affects a Bill or an account. All transactions are numbered sequentially and can be examined individually.

Transaction Number

A number assigned by the computer for an activity against a debt (such as increase adjustment, decrease adjustment, payment, etc.)

Transaction Profile

A screen display or printout that shows a summary of a single transaction.

UB-92

Uniform Bill 92 is a statement of charges for medical care used for all patient billing. Its use is restricted to the IB portion of the Medical Administration automated system.

VA Form 1080

A billing form used to transfer funds from one government agency to another when a check will be issued.

VA Form 1081

A billing form used to Bill other government agencies.

VA Form 1114

This form has been discontinued and has been replaced by the electronic Bill of Collection.

Vendor File

An AR file of all the vendors the facility does business with. This file, File #440, contains ordering and billing address, contract information, and telephone numbers. The debtor's address may be drawn from this file, but is maintained separately. The vendor must be established by Austin to be added to FMS files.

Worker's Compensation

Usually referred to as Worker's Comp. Medical care provided as a result of an incident/accident occurring during a veteran's employment and covered by the Office of Worker's Compensation Program (OWCP).

Write-off Document (WR)

FMS document created to record an Accounts Receivable write-off.